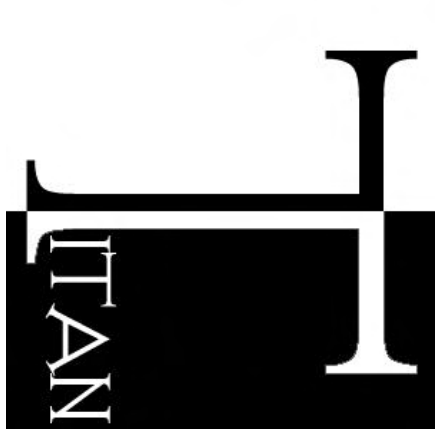

Operator's Guide to
version 1.0.5

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TECOM SYSTEMS

Operator's Guide to TITAN Management Software v1.0.5

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TITAN Operator's Guide

About this Manual...

TITAN is an access control and security management system for the Windows environment. Operator-friendly screens allow for system programming, system control, report creation and alarm handling. All security commands and operations can be handled from the TITAN screens.

This manual assumes that you are:

- Familiar with the Windows environment.
- Familiar with computer terms and devices.
- Have one or more Challenger Panels installed and working.
- Have had your copy of TITAN installed by your supplier.

This manual will help you to:

- Setup your TITAN software.
- Find your way around the TITAN screens.
- Show you how to program and deprogram TITAN features.
- Inform you of advanced TITAN settings and abilities.

If you are not familiar with computer components, the Windows environment, or are unsure as to the current layout or state of your security system, please contact your supplier.

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Preface

Congratulations on selecting TITAN for your security and access needs!

When TITAN first appeared in 1998 it was immediately hailed as a great leap forward in Access Control by the Security Industry. Constant updates and improvements since that time has seen TITAN grow more powerful while still remaining easy to use. From the introduction of this product forward, we have continued to update and improve the software to respond to the needs of today's customers.

TITAN can be your individual competitive edge because it is built from the ground up on accepted standard practices of security and access control. It is designed for the real world by people who know the security industry intimately.

Many of our customers have found that TITAN is easy to use whilst still being able to completely control even the most intricate security system. Whole series of commands can be just a mouse click away and time spent on training and programming is drastically reduced. Initially, you may only use the most obvious features of TITAN. Over time, as your access requirements expand, you will discover a wealth of additional features and capabilities that are waiting for you when you are ready for them. This manual is a helpful guide to taking full advantage of the software you now own.

We have managed to keep ahead of our competition only by listening carefully to our customers and responding quickly to their needs. Our developers are constantly on the look out for new ideas and improvements for our next update. We always welcome your comments, your feedback, and your suggestions!

Please accept our personal best wishes for selecting TITAN. We appreciate your support and thank you for your patronage.

Dean Reilly & Peter Floyd
General Managers
Tecom Systems

License Agreement

When you install TITAN you agree to abide by the rules and regulations set out in this document. Installation should be completed by your supplier and the TITAN Registration Card should be filled out by the registered operator and mailed or faxed to Tecom Systems.

Use of a licensed copy of TITAN by any person or business other than the licensee, is prohibited and a violation of international copyright laws.

Each licensed operator of TITAN is entitled to use TITAN on no more than one (1) personal computer.

If TITAN is installed on a computer network, each TITAN operator on that network requires their own license.

Licensing brings the legal right to continue using TITAN. You will receive a Log In Name and Password from your supplier that allows full use of the TITAN Software.

The TITAN License is non-transferable without express permission of Tecom Systems. Any attempt to share or transfer TITAN Licenses or CD-ROMs without consent of Tecom Systems shall be a violation of this agreement and will void your license to use TITAN.

Disclaimer of Warranties

Tecom Systems does not warrant that TITAN software will meet your requirements or that the operation of the software will be uninterrupted or error free. Nor do we offer any Warranties or Guarantees of any kind. You are free to use TITAN in any way you see fit.

Tecom Systems is not responsible for any problems or damage caused by the software or that may result from using the software; whether licensed or not. This includes, but is not limited to, computer hardware, computer software, operating systems, and any computer or computing accessories. End user agrees to hold Tecom Systems and/or any persons associated with the creation of this software harmless for any problems arising from the use of the software.

We have made every effort to make this software product as efficient and accurate as possible.

Obtaining Updates

From time to time, updates are made available for operators of TITAN. If you have purchased a copy of TITAN, then any updates are available free of charge if you can download them.

To install an update, you simply run the installation normally and install the program in the same location as the previous version. It will find your data and registration automatically. We do, however, recommend you back up your databases and save them to a different folder before attempting to install any updates.

On the Internet, updates can be found and downloaded from our web site at www.tecom.com.au

Contacting Technical Support or Sales

Most operators can obtain the Technical Support or Sales information they need by using the Tecom Systems Web site at www.tecom.com.au. A full online knowledge base with answers to most questions can be found there.

If the answer you need cannot be found, you can contact Tecom's Technical Support department for more information. Technical Support office hours are 9:00 to 5:30 Australian Eastern Standard Time, Monday through Friday. If a priority response is necessary, it is always best to call rather than email. The telephone number is +61 3 9259 4700.

If you decide to email Technical Support, be sure to indicate which version of TITAN you are using and what version of Windows you are using, in addition to supplying information about your problem and/or question. The email address is support@tecom.com.au.

For Sales Information, you can visit our web site at www.tecom.com.au, email sales@tecom.com.au or call +61 3 9259 4700 and ask to speak with one of our sales representatives.

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Chapter 1

Overview

The TITAN Security System provides a host of Windows features for both the installer and end-user. TITAN is designed to make Challenger Programming easy and simple to do, without the need for complex commands or strings. All the information is entered directly from your Windows desk top. TITAN also allows operators to keep check of any changes in your control Areas, monitor incoming Alarms, Doors and Inputs.

All Challenger information and programming is entered via simple to use custom designed windows and is stored in Borland compatible databases. Once all programming data has been entered, the Operator has the option to download the whole database or just a single record to your Challenger system. Downloads and Uploads to your Challenger system can be performed via a dial-up modem or direct serial connection.

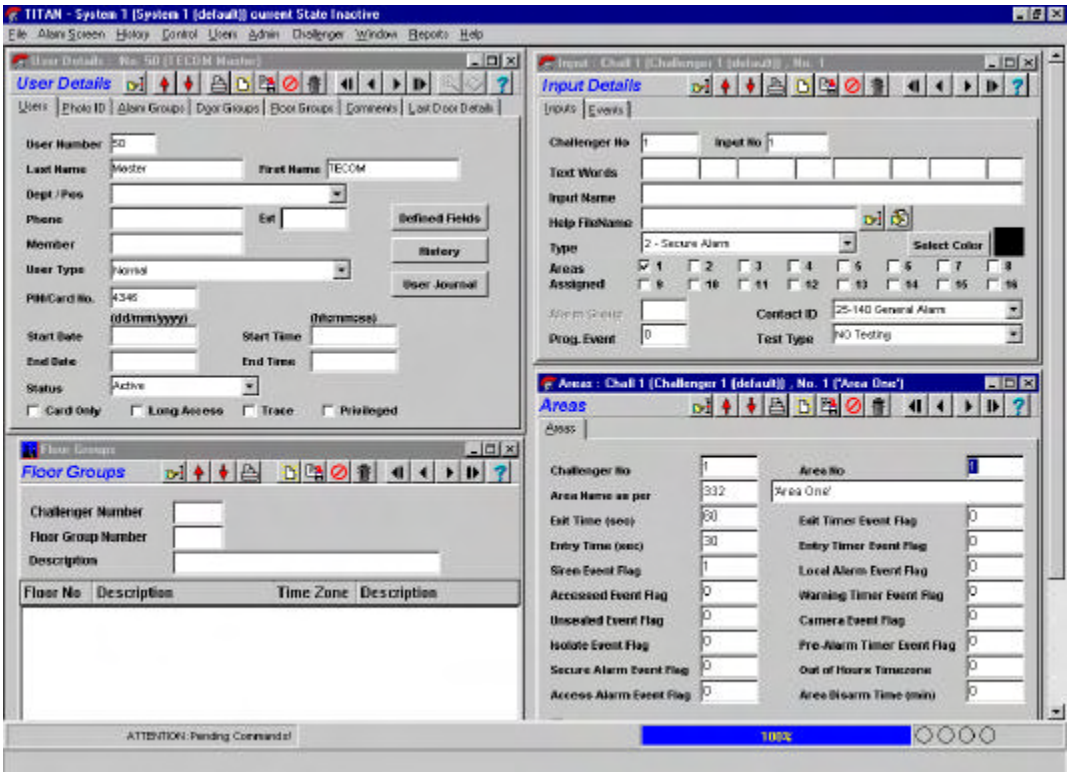
Maintenance and record keeping is also simplified with a Report facility that allows you to print or display any of the data stored in the TITAN database. You can print all the records for a System, or print only the records of one particular Group.

TITAN now comes with Photo-ID. This allows you to create and print access cards for your staff, and to have control over the information stored on each card. Photo-ID is one of the many extra components of TITAN that can be purchased separately at any time. These components form the Advanced User Tools section and are able to grow and change with you, as your security needs grow and change over time. Both TITAN and Challenger have Tecom's industry-renowned "Add As You Go" simplicity which makes it one of the best systems on the market.

Ease of Access

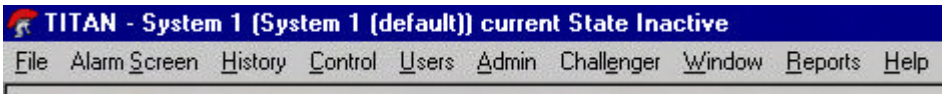
Do you need to monitor your security easily and simply? With the simplicity of the Windows interface, all your security needs are at your finger tips. Do you want your access data just a click away without searching through screen

after screen? TITAN's easy-to-use menu structure groups your day to day security commands in easy to find logical menus.


TITAN - System 1 [System 1 [default]] current State Inactive
File Alarm Screen History Control Users Admin Challenger Window Reports Help
User Details
Input Details
Areas
Floor Groups
ATTENTION: Pending Commands!

Do you need ready-made reports that are easy to read and create? Printing reports on Users, Systems and Alarms has never been easier than with TITAN. Do you have the time to teach your staff the complexities of security and workstation commands? With TITAN, it couldn't be simpler. With the operator-friendly interface and detailed help screens, your staff will be TITAN experts in no time at all.

Worried about just *who* sees *what* information? TITAN is a menu based program that allows you to limit the number of menus an Operator can access. Depending on an Operator's security access, they may access all or only some of the menus.


TITAN - System 1 (System 1 (default)) current State Inactive
File Alarm Screen History Control Users Admin Challenger Window Reports Help

The File Menu

This menu contains all the system-relevant commands TITAN uses to talk to your Challenger panels. You can upload and download new information from TITAN to Challenger, carry out System Maintenance and print Reports.

The Alarm Screen

All unacknowledged Alarms are listed in the Alarm Screen. The Alarm Screen can be accessed from this menu or it can be programmed to appear as a pop-up screen when an Alarm is triggered.

History

All TITAN and Challenger events are found in the History Menu. Also, all Alarms move to the History Menu from the Alarm Screen once they have been acknowledged.

Control

The Control Menu controls all Challenger options available through TITAN. This includes: Doors, Relays, Lifts, DGPs, Areas, Time and Date. You'll use the functions in this menu frequently.

Users

This menu is used to program all Users, Door Groups, Floor Groups and Holidays. This is a very important menu as most of the details about your security system which TITAN and the Challenger use will be programmed from this menu.

Admin

The setting of options for your Challenger panels are handled from this menu. Challenger and Port settings, Security menu and Alarm settings are programmed here. However, please note that some of these options may not be available to you depending on your security level. All these options are available to the Administrator and Installer.

Challenger

All Challenger setup options are located here. These should be set at the time of installation and should **only** be programmed by your installer. If these options have not been programmed, contact your supplier immediately.

Reports
Generates Reports on all aspects of the TITAN and Challenger system to screen, printer or disk.

Also discussed:

Advanced User Tools
Additional TITAN options which can be purchased at any time.

Networking
Networking TITAN to more than one computer and for more than one operator.

Troubleshooting
Hints and tips for when things go wrong... and how to fix them.

Compliance Issues
TITAN meets the full range of compliance issues. A full and detailed report is included.

Final Thoughts
The rest of this operator's guide will go into the general features you will use every day. TITAN is one of the most powerful access control and security tools you can find. With TITAN we help you control your access and security with ease.

Chapter 2

Getting Started

A quick grounding in everything you need for day-to-day use of TITAN.

TITAN is one of the most powerful security and access control managers on the market. Most of the complex commands and actions dealing with access control take place in the background while the operator deals with friendly, easy-to-use screens. This section of the TITAN Manual will take you through the most common commands and events that you will use every day. At the end of this chapter you will be able to confidently maneuver through the TITAN interface and conduct day-to-day activities.

Logging In

TITAN is User ID and Password protected. This allows TITAN to know who is logged in, where they are logged in, and what they do at any time.

After clicking on the TITAN icon on your Desktop, the TITAN login window will appear. Type in your User ID and Password which will have been set for you by either your Administrator or your supplier. If you don't have a User ID or Password, contact your Administrator or supplier immediately.

The TITAN Work Area

After logging in, the TITAN work area will appear. This is where all your TITAN functions will be carried out. The menus along the top of the screen are where all the TITAN and Challenger commands are located. Please remember that, depending on your access level, some of the menus and commands may not be available to you.

Using the mouse, you are able to click on the menus and give your security system commands through TITAN.

For detailed explanations of all the features contained in the TITAN Work area menus, see **Chapter 3: What's on the Menu.**

For Network workstations only: Now click on **Connect To Comms Server** in the **File** menu. The Comms Server screen will appear. Click on the **Connect To Comms Server** button and your machine will connect to your TITAN server.

Opening Your System

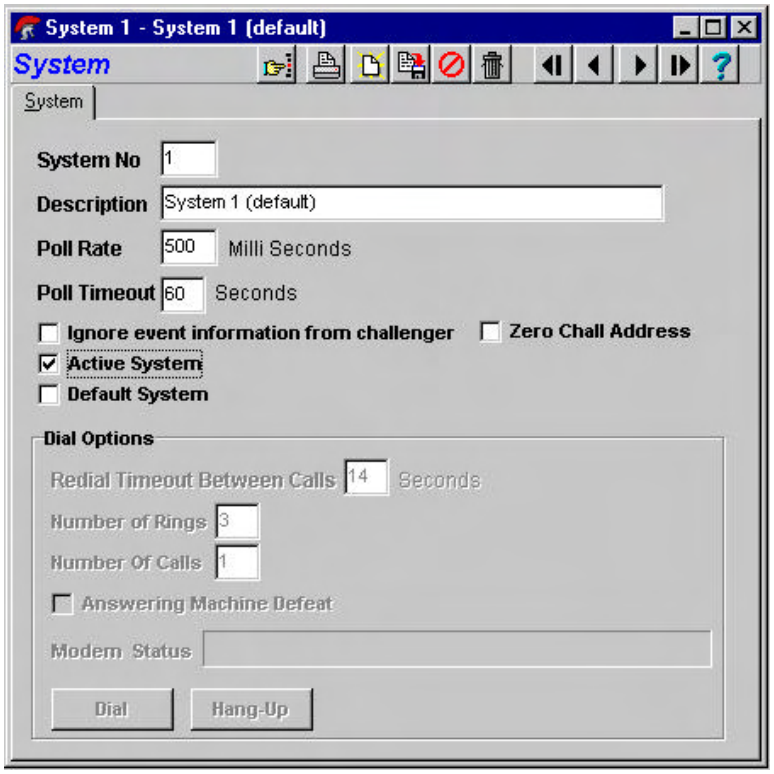
A System is a group of Challenger panels. Each System may contain one or many panels, and only one System may be active at any time. You may have more than one System programmed in TITAN.

Your system Administrator should have already set a default system for you. Changing your System is *not* recommended.

You change between Systems by selecting a System from the **Open/System** command in the **File** menu. Most sites will have only one System and this will be the default System. When you log in to TITAN, you will be automatically placed in the default System.

It is not recommended that you change the System unless you specifically have more than one System to choose from. Depending on the set-up implemented by the Administrator, this **Open/System** command in the **File** menu may not be available to some Operators.

Make sure the **Active System** box is ticked so your System can be opened and the **Dial** and **Hang Up** buttons become accessible. If the **Active System** box is left empty, the system can only be edited and not activated.



Choose the System you wish to log into and press **Save**. You are now connected to your Challengers through TITAN.

Taking Control

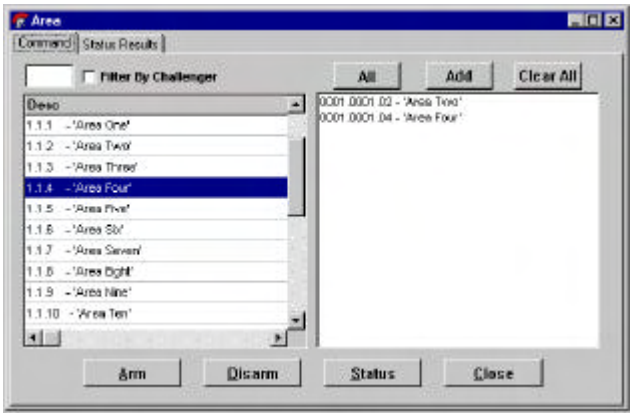
The **Control** Menu is where you'll find most of the day-to-day TITAN features. Take the time to become acquainted with this menu as you will use it often. In this section we will cover the most frequently used features. For complete details of all the features in this menu, see **Chapter 3: What's on the Menu.**

Most of the options in this menu allow you to send commands to your Challenger or groups of Challengers. You can choose which items to send commands to, pick from a variety of every day security commands, and you can even check the status of each item to make sure they have been updated.

The most frequently used features are below. Please remember that, depending on your security access, some of these features may not be available to you.

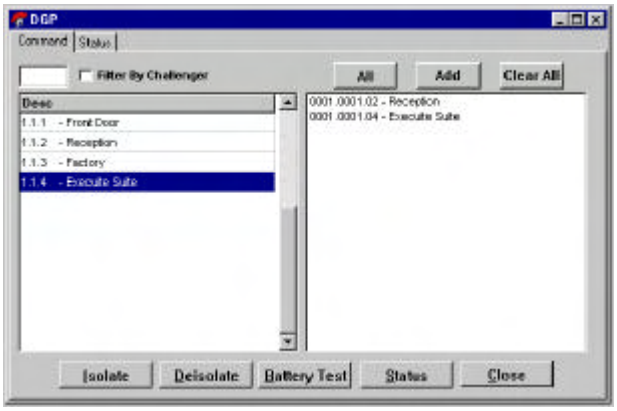
There are more options in the Control menu than are listed here. See Chapter 3 for a complete list.

Areas



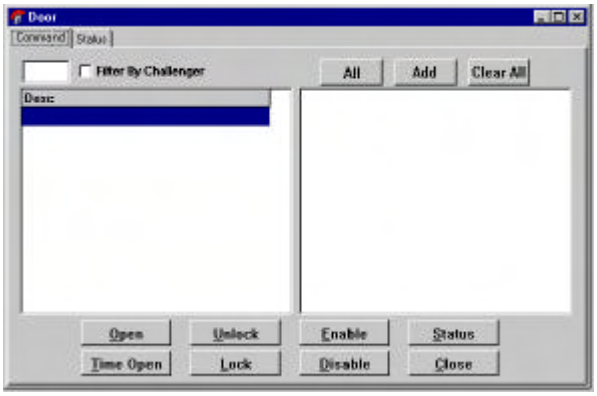
You can control which Areas in your system are armed and disarmed by double clicking on the Areas listed in the left hand side of the Areas Window. These selected Areas will then move to the right hand box where you can make any changes you wish. Clicking on the **Arm** or **Disarm** buttons will send those commands through TITAN to the Areas you selected. The Events or current status of each Area can be viewed by pressing the **Status** button or tab.

DGP



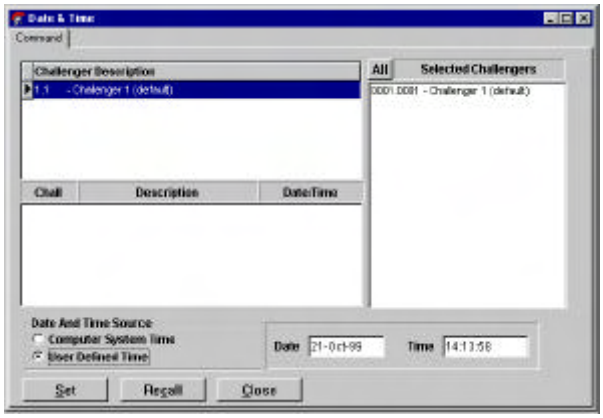
This option allows you to control the DGPs (Data Gathering Panels) in your security system. Double click on the DGPs you wish to use and they will appear in the right hand box. Clicking on the **Isolate**, **De-isolate** or **Battery Test** buttons will send those commands through TITAN to the DGPs you have selected. The Events or current status of each DGP can be viewed by pressing the **Status** button or tab.

Door



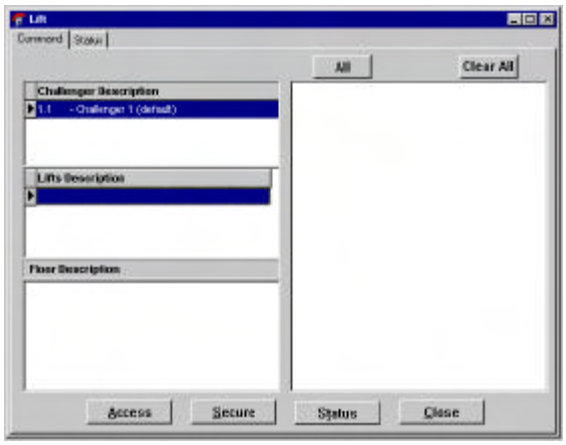
You can control the Doors in your system by double clicking on the Doors listed in the left hand side of the Doors Window. These selected Doors will then move to the right hand box where you can make any changes you wish. Clicking on the **Open, Time Open, Lock, Unlock, Enable** or **Disable** buttons will send those commands through TITAN to the Doors you have selected. The Events or current status of any of the Doors you have selected can be viewed by pressing the **Status** button or tab.

Time & Date



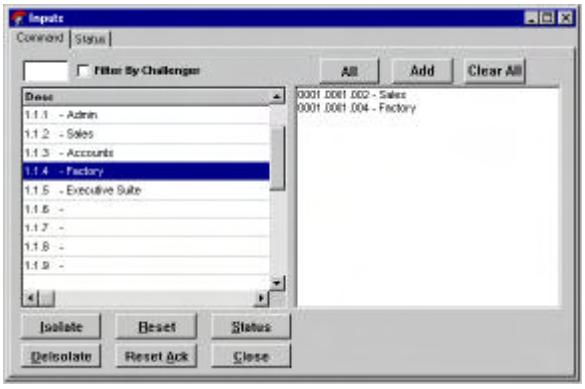
The Challenger Date and Time can be set or recalled via this option by double-clicking on the Challenger(s) of your choice. You can select either your current **Computer System Time** or enter a **User Defined** time and press **Set**. To recall the time from a Challenger, select a Challenger and press **Recall** – you will then be shown the current time on that Challenger.

Lift



To control Lifts from this menu, select a Challenger from the list provided and also choose a Lift. A list of valid Floor numbers for that Lift will then be displayed in the Floor Description box. Select a Floor or Floors from the list by double-clicking on the Floor, and then press either **Access** or **Secure**. The commands you choose will then be sent to the selected Lift Controller. The Events or current status for any of the Lifts you have selected can be viewed by pressing the **Status** button or tab.

Input

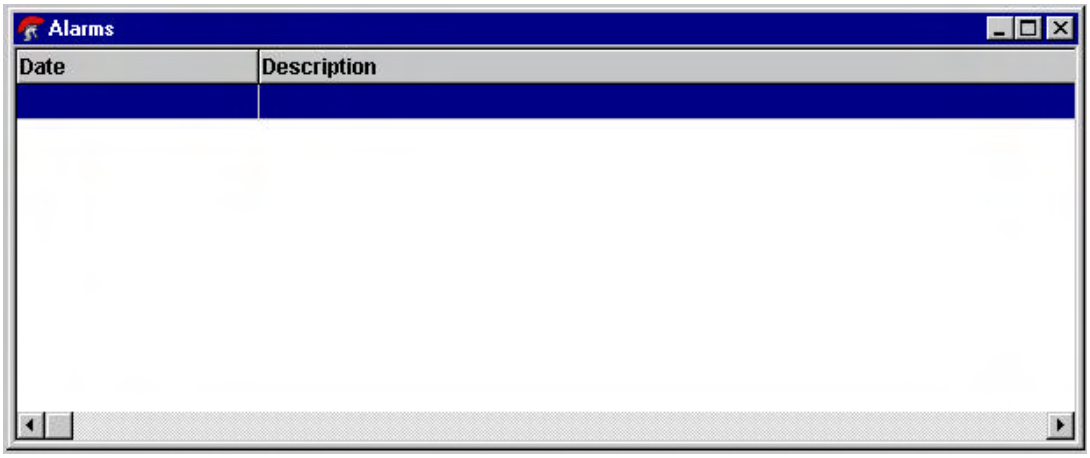


You can control the Inputs in your system by double clicking on the Inputs listed in the left hand side Input Window. These selected Inputs will then move to the right hand side of the Input Window where you can make the changes you wish. Clicking on the **Isolate, De-isolate, Reset** or **Reset Ack** buttons will send these commands through TITAN to the Inputs you have selected. The Events or current status of any of the Inputs you have selected can be viewed by pressing the **Status** button or tab.

*These are some of the most frequently used options in the **Control** menu. For complete details of all the features in this menu, see **Chapter 3: What's on the Menu.***

Alarms

The **Alarms Screen** is one of the most important screens in the TITAN work area. All Alarms that are generated by your Challenger system appear here in the Alarms Screen. Alarms are generated when a device in your security system has been activated by a breach of security. The unacknowledged Alarms remain in this screen until they are acknowledged by an Operator. Once acknowledged, the Alarms move from here to the **History** screen.



Click on the **Alarms Screen** menu to access the Alarms Screen. Usually, when an Alarm is generated this screen will automatically appear (if programmed to do so) to alert you when an Alarm is activated.

When the screen is activated, a list of all Alarms will appear. These Alarms are listed in order of Date and Description. The Date column lists when the Alarm was first activated and the Description provides a description of the Alarm.

You can choose to acknowledge any Alarm by double-clicking on it. When you do this another screen will appear which will contain the details of the Alarm as well as the time and the date that the event occurred. You can choose to press **OK** at this time to acknowledge the Alarm.

However, you can also fill in the **Response Window.** Any text you type in here will be added to the Alarm and stored in **History** for future reference. This window does not have to be filled in, but it can be useful for entering extra information, such as:

"Called monitoring station to check."

Or *"Rang General Manager."*

Or *"Guard #23 reports break and enter."*

After you have typed any extra information you wish, click the **OK** button and the window will close.

Once you have acknowledged the Alarm, it is removed from the **Alarms Screen** and placed in the **History** screen.

The Map button will display the Map relevant to the Alarm if Maps have been included as part of your security system.

Repeat this process for all the Alarms that are generated.

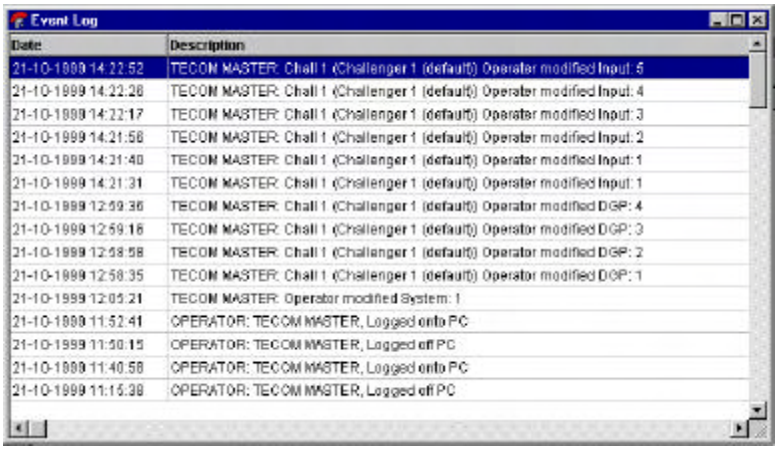
History

The H**istory Menu** contains all acknowledged Alarms and system Events that are generated through TITAN. It is from this menu that Events and Alarms can be tracked and also printed as Reports.

Live Event Log

The **Live Event Log** keeps a real-time record of various TITAN events. These Events include:

- Events reported by the Challenger(s) in your security system.
- Alarms that have been activated and acknowledged.
- Challenger programming changes performed by your TITAN software.


Event Log
Date
Description
21-10-1999 14:22:52 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operator modified Input: 5
21-10-1999 14:22:28 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operator modified Input: 4
21-10-1999 14:22:17 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operator modified Input: 3
21-10-1999 14:21:56 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operator modified Input: 2
21-10-1999 14:21:40 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operator modified Input: 1
21-10-1999 14:21:31 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operator modified Input: 1
21-10-1999 12:59:36 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operator modified DGP: 4
21-10-1999 12:59:16 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operator modified DGP: 3
21-10-1999 12:58:58 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operator modified DGP: 2
21-10-1999 12:58:35 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operator modified DGP: 1
21-10-1999 12:05:21 TECOM MASTER: Operator modified System: 1
21-10-1999 11:52:41 OPERATOR: TECOM MASTER, Logged onto PC
21-10-1999 11:50:15 OPERATOR: TECOM MASTER, Logged off PC
21-10-1999 11:40:58 OPERATOR: TECOM MASTER, Logged onto PC
21-10-1999 11:15:38 OPERATOR: TECOM MASTER, Logged off PC

You are able to double-click on any Event in the **Live Event Log** and that Event will be displayed on the screen, along with any Alarm Response details entered when the Alarm was acknowledged.

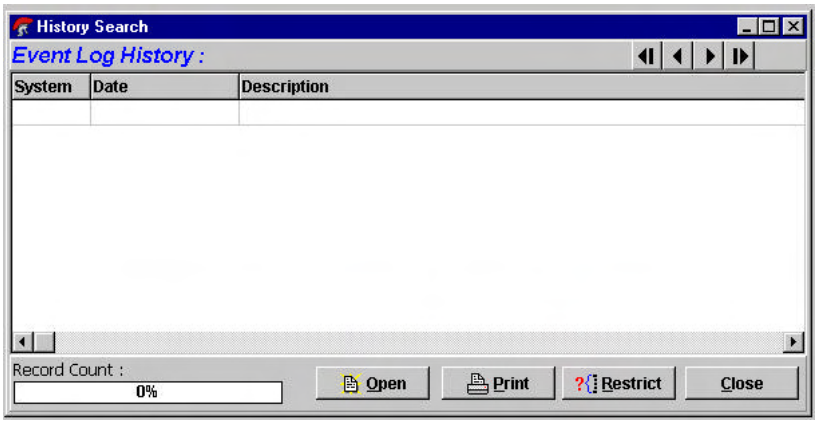
This function is a handy way to quickly access a list of past Alarm Events. It is a fast and simple way to determine the location of the input that caused an Alarm. Log In and Log Out times can be quickly accessed here as well.

Reports

The **Reports** function in the **History Menu** allows you to restrict what you view in the Event Log to certain Event types, particular dates or both.

Many large security systems receive literally hundreds of Events a day. Searching through the **Live Event Log** can become quite cumbersome if there are thousands of Events to search through. By using the **Reports** option, you are able to narrow down your search to just search on specific Events or Alarms you are interested in.

When you first click on **Reports** in the **History** menu, you will be presented with the **Event Log History** screen. The screen will be empty, awaiting your input.



You have four buttons at the bottom of the screen which provide these options:

- **Open:** Pressing the **Open** button will allow you to open a previously backed-up database for viewing. You can choose between a database file or a compressed zipped database file. Choose your file from the hard disk or other storage device and then that report will appear on the screen. This is particularly helpful when searching Reports that have been backed-up and removed from the current TITAN database.

- **Print:** Pressing the **Print** button will send your current Report to your printer.

- **Close:** This button closes the **Event Log History** window.

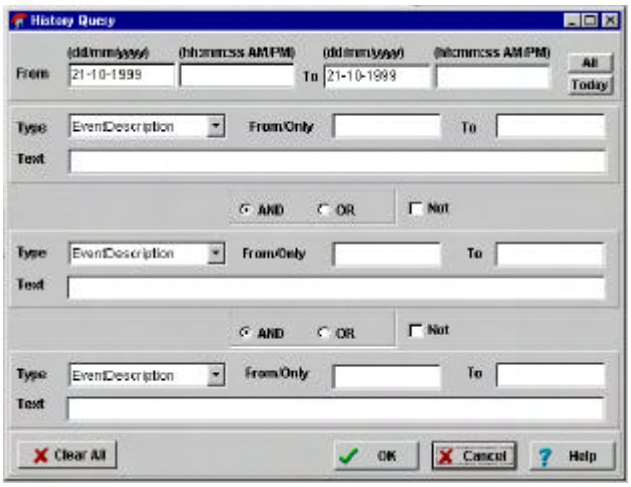
- **Restrict:** This is the button that enables you to restrict your Report so that only certain Events are displayed according to your selections. By pressing the **Restrict** button, you are presented with the **History Query** screen.

History Query

The **History Query** screen allows you to place search restrictions on your History Reports. This is the ideal way to limit the amount of information in your Report to just the specifics you need.

The **History Query** screen has the following options:

This is a quick way to generate Reports on System Events. More detailed and specific Reports can be generated from the Reports Menu.



- **Date/Time:** Here you can enter any start and end dates and times, if you wish. The default is the current day. By filling in these options, only Events that occur between the dates and times specified will be displayed.

- **Type:** Select the type of Event from the drop down menu. Events include **Inputs, Areas, Doors, Lifts and Relays**. If you choose **Event Description** then you will need to enter the text to be searched for in the **Text** field. (See below.)

- **From/Only:** Use this to choose the first item to be searched for. Click the right mouse button in the blank field for a list of the available items. Depending on the **Type** of Event you are searching for, different items will be available from this menu. For example: if your search type is **Inputs** then a list of available **Inputs** will be displayed in the **From/Only** field; for **Areas** or **Doors**, a list of **Areas** or **Doors** will be listed, and so on. You can choose which items to search from here. If this field is left blank, TITAN will search on all events of the required type. For example: All **Inputs** will be searched if the **Type** is **Input** and the **From/Only** field is left blank.

- **To:** Use this to list the last item in the range. Once again, you can click with the right mouse button to view a list of available items. If this box is left blank, TITAN will search **Only** on the item listed in the **From/Only** field and not **From** it.

- **Text:** After completing the above options, you can also type in a text description to narrow your search even further. For example, if you have chosen to list all the events in Area 4, but you only want to list the Alarms that were activated in Area 4, you would choose **Area** in the **Type** field and

Area 4 in the **From** field and type "Alarm" in the **Text** field. The report will then list only the Alarms in Area 4. **Please Note:** The **Text** search box is case sensitive, so be careful how you enter your text. Searching for "alarm" will not include records with "Alarm" or "ALARM".

- **And/Or:** These buttons allow for a combination of Events to be searched. This helps you to generate very specific Reports. There are three separate search areas on the **History Query** form. By using the **And/Or** option, you can then move further down the screen and add a second and third search string to your Report. For example, Door 35 ***AND*** User 189 ***OR*** User 190.

- **Not:** Allows you to search Events that do <u>not</u> match your search criteria. For example, if you enter a search for **All** the events in Area 4 that contain the word "Alarm", checking the **Not** box will bring up a Report containing all events in Area 4 that do <u>not</u> have the word "Alarm" in them.

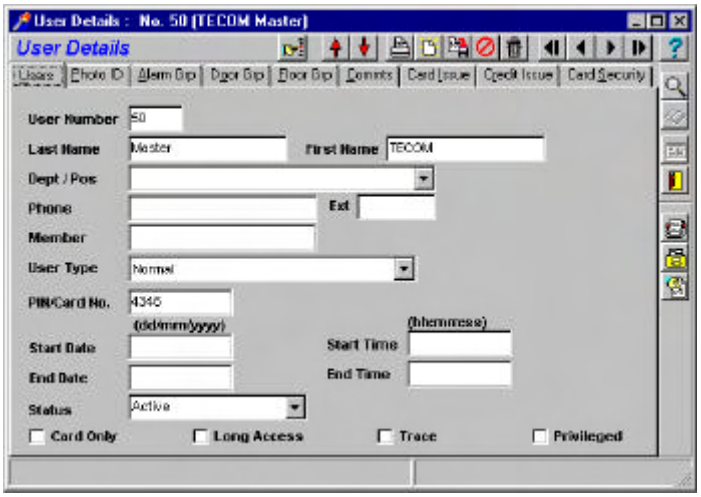
Click **OK** to generate your Report. Once the Report is generated you can print it to either the screen or the printer.

Add Users/Cards

Quite frequently, you may need to add new Users to your TITAN system. This allows new staff to access the Areas, Doors and Lifts that comprise your site. Most Users will access these areas with a Proximity Card or PIN code, or both. This card or PIN is used at pre-defined places throughout your site to allow access to different Areas. Each card or PIN is unique and links to individual Users in the TITAN system. Without User details in TITAN and a proximity card or PIN, the Users are unable to freely move around your site! Sometimes, of course, this is a good thing as you may wish some areas to be off limits to some staff.

Adding Users and Cards/PINs is quite simple. Let's take a step by step approach to adding a new User:

- ✓ Click on the **Users** menu and then select **Users** again. The **User Details** screen will then appear.
- ✓ Click on the **Search** button . This will display a list of all the existing Users and allow you to create a new User and Card by pressing the **New** button at the bottom of the screen. When you press the **New** button, TITAN will supply you with the next available User number.



- ✓ The **User Details** screen will appear again. This is where you fill in the details about your new User. Not all the fields need to be filled in, although it is recommended that you do so. The important fields are:

    - **User Number:** This is the Challenger User (or card) number. This number will be any number between 1 and the maximum number of Users which your system can hold. The total number of Users depends on your system configuration. The **User Number** is used by TITAN to link the User and their card to the functions that can be

performed and the Areas that can be accessed. When programming cards, the ID number programmed into the card is also the User number. (Unless your system uses a card offset or IUM.)

- **Last Name/First Name:** You enter the full name of your new User here. This makes it easier to identify the person in reports and through TITAN. **Note:** Only the names of the first 200 Users (and only 50 if the Challenger is not fitted with memory expansion) will be downloaded to the Challenger. This saves space and keeps your system running at optimum performance.

- **Dept/Pos:** Users can be assigned to a particular position or department to indicate the area in which they work. Department details are entered in the **Department** option in the **Admin** menu, and this is where the **Card File** option is also found. The **Card File** option sets a Photo ID card type to each department. For example, everyone in the Engineering department will be automatically assigned the engineering card type and layout using the **Card File** option if you have Photo ID installed on your System.

- **User Type:** This only applies to Doors 17 and above that are connected to an Intelligent 4-Door Controller. If your system does not have a 4-Door Controller installed, your User Type will be **Normal**. There are three other **User Types** available for selection:

    - **Dual Custody:** This requires a *second* valid user code or card to be entered or badged to perform any Alarm or Access control functions.

    - **Guard:** This user's code or card can only perform functions when used in conjunction with a **Visitor** code or card.

    - **Visitor:** Requires a code or card from a User who has a **Guard** card before any functions can be allowed.

- **PIN/Card No.:** This PIN code or Card number is for the User to access functions directly on the Challenger keypad. For example, to Arm or Disarm, Access Doors etc. Please note, however:

    - Users 1 to 1000 can have a PIN code and/or card.

  - Users 1001 to 11,466 can only have a card. The PIN number is created by TITAN and is only valid when used with the **Card and PIN** function on an Intelligent Access Controller.

  - If the Intelligent User Module (IUM) is installed, all Users will have a PIN code.

- **Start Date & Time / End Date & Time:** These options are used to set time limits on the User's card. You can set a time and date so that the card or PIN code is only valid within the period of time you program. For cards to be valid, the **Start Date** must be in the past and the **End Date** must be in the future. Otherwise the card will not work and TITAN will treat it as a void card. Once the **End Date** has been reached, TITAN will download this information and then void the User from the system.

- **Card Only:** Check this box if you wish for the User to be unable to use the PIN code. This allows the PIN code field to be used to program cards on formats not normally compatible with the Challenger or when a special reader is used.

- **Long Access:** The User will be allowed extended door access time. For example, use this to allow a longer door opening time for disabled people.

- **Trace:** All Alarms and Access functions performed by the User with this card will cause a **Trace** message to be sent to TITAN. This way, the User's movements can be traced easily and reported on.

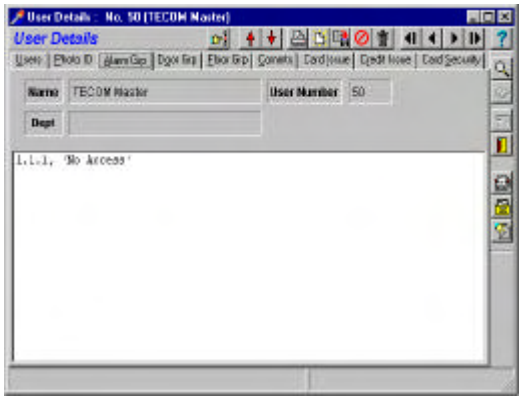
- **Privileged:** The User's PIN code or access card will override any "Anti-Passback" restrictions set in Challenger – hence giving greater access. This is usually only used for Managers or site Supervisors.

- **Defined Fields:** This button gives you extra flexibility when programming Challenger User details. It allows extra fields to be added to a User. For example: a second telephone number, car registration number or employee number. The labels for these fields are entered in the **User Defined Titles** screen in the **Admin** menu.

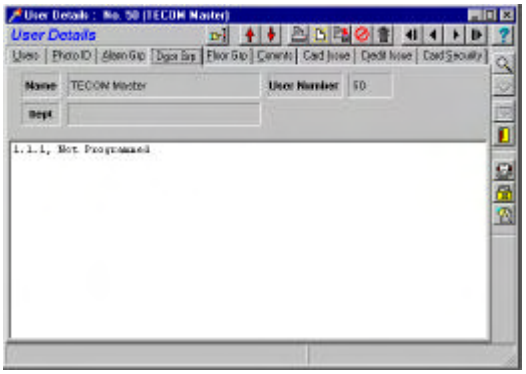
- **History:** This button shows the Event Log History of that User. (See **History**, page 17)

- **User Journal** The **User Journal** lists all changes made to a User's details. Please note that these details can never be deleted –even if the User is deleted. If a User's number is deleted and later created again, all User Journal details will be kept.

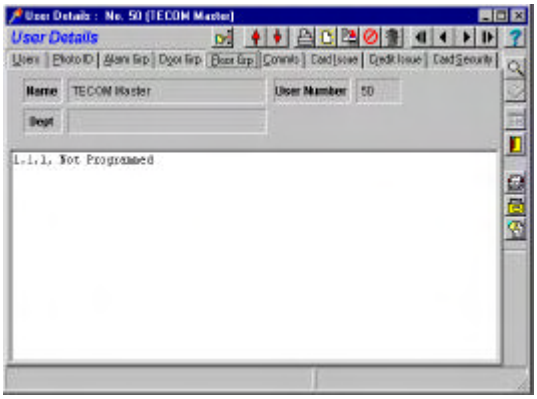
✓ Click on the **Alarm Groups** tab at the top of the **User Details** screen. The **Alarm Group** determines which Challenger Areas and menu functions the User can control. For example, a manager could have areas consisting of an Office, Workshop, Factory and so on. To select an Alarm group for this new User, press the right mouse button and choose **Add-Edit** and a list of available Alarm Groups will be displayed. Choose the Alarm Group by double clicking on it. It will then appear in the **Alarm Group** screen.



✓ Now, click on the **Door Groups** tab. The **Door Group** determines which Doors and during what times the User can have access. To select a Door group, press the right mouse button and choose **Add-Edit** and a list of available Door Groups will be displayed. Choose the Door Group by double clicking on it. It will then appear in the **Door Groups** screen.



✓ Now, choose the **Fbor Groups** tab. The **Fbor Groups** (or Lifts) determines which Fbors and during what times the User can have access to these Fbors. To select a Fbor group, press the right mouse button and choose **Add-Edit** for a list of available Fbor Groups. Choose the Fbor Group by double clicking on it. It will then appear in the **Fbor Groups** screen.



- ✓ When you have finished making changes and updating your new User profile. Click on the **Save** button to save the new User. When you press **Save** the changes are automatically sent to your Challenger system and the User now exists.

Be aware that you cannot create a User unless your security access allows you to, and you cannot program a PIN or User number that already exists.

Delete Users/Cards

As Users can be created over time, they can also be deleted and removed from the TITAN and Challenger system simply and easily.

- ✓ Click on the **Users** menu and then select **Users** again. The **User Details** screen will then appear.
- ✓ Click on the **Search** button . This will display a list of all the existing Users in the system.
- ✓ Select the User number you wish to delete and click OK, or double-click on the User.
- ✓ The User details of the User you have selected will now appear in the **User Details** screen.
- ✓ If you are sure this is the User you wish to delete, click on the **Delete** button . The User will then be deleted.

If your TITAN system is connected live to the Challenger (i.e.: you are on line), then the User will be deleted immediately. If you are not connected live (i.e.: you are off line) then the details will only be deleted in the database and the delete command will be added to the **Command Queue** to be completed when the Challenger is next connected.

Please Note: If you are deleting a lost card, the card number is the User number.

Be aware that you cannot delete a User unless your security access allows you to, and you cannot delete a master code.

Printing Reports

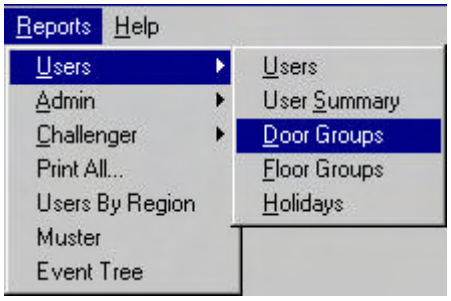
Many Reports can be generated through your TITAN system. These Reports can range from general day-to-day User Reports to more complex Challenger-related Alarm and Access Reports.

The most frequently used Reports are discussed here.

For complete details of all the features in this menu, see ***Chapter 3: What's on the Menu.***

Click on the **Users** option under the **Reports** menu in your TITAN work area. The sub-menu contains five choices for reports:

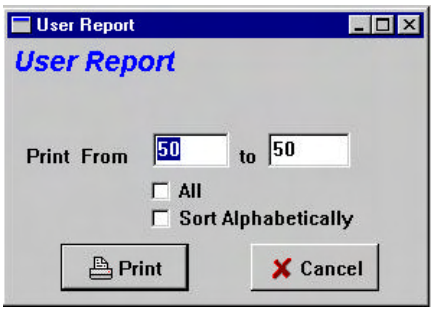
- **Users**
- **User Summary**
- **Door Groups**
- **Floor Groups**
- **Holidays**



These five Reports are the most common Reports generated by TITAN and are the ones you may use frequently.

Users Report

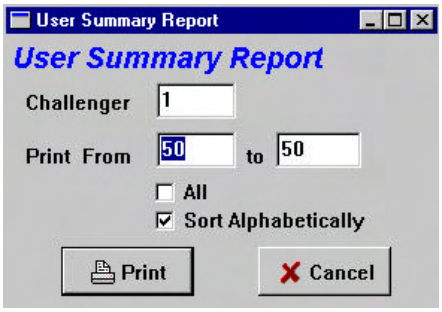
The **User Report** option allows you to generate a Report on all the Users listed in your TITAN system. This Report is a detailed Report that lists all User details, including: User Number, Name, Department, User Type and status. One User is generated per page of Report, and the Report can be sent to either your screen or printer.



You have the choice of printing all Users for a complete Report, or a range of Users for a smaller Report. You can also list them alphabetically, if preferred.

User Summary Report

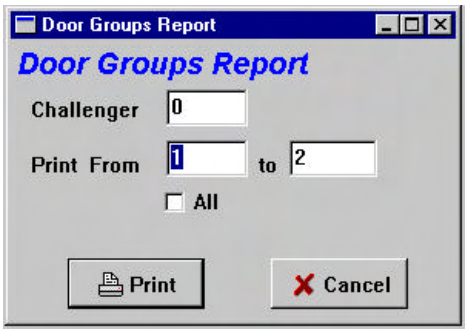
The **User Summary Report** option allows you to generate a summary Report on all the Users in your TITAN system. This Report differs from the **Users Report** above as this Report lists one User per line, instead of one User per page. This allows more Users to be viewed at one time. The Report can be generated to screen or printer.



You have the choice of printing all Users for a complete Report, or a range of Users for a smaller Report. You can also list them alphabetically, if preferred.

Door Groups Report

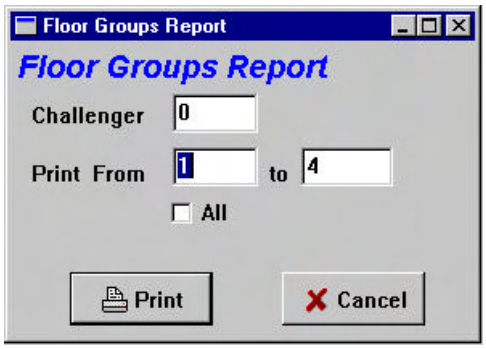
The **Door Groups Report** option allows you to generate a Report on all the Door Groups in your system. This Report will list all Door Groups and their Time Zones for easy reference. One Door Group is listed per line and the Report can be generated to screen or printer.



You have the choice of printing all Door Groups for a complete Report, or a range of Door Groups for a smaller Report. You can also choose Door Groups connected to specific Challengers if more than one Challenger pane exists in your system.

Floor Groups Report

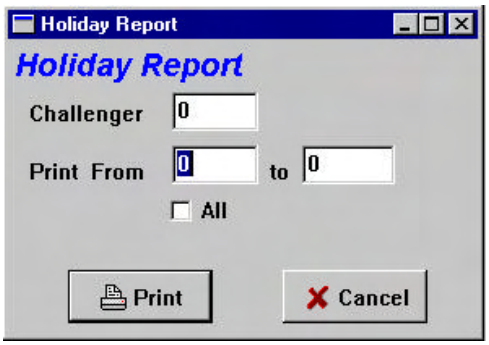
The **Floor Groups Report** option allows you to generate a Report on all the Floor Groups in your TITAN system. This Report will list all Floor Groups and their Time Zones for easy reference. One Floor Group is listed per line and the Report can be generated to screen or printer.



You have the choice of printing all Floor Groups for a complete Report, or a range of Floor Groups for a smaller Report. You can also choose Floor Groups connected to specific Challengers if more than one Challenger pane exists in your system.

Holidays Report

The **Holidays Report** option allows you to generate a Report on all the Holidays programmed into your security system. This Report will list all Holidays and their dates, along with the TITAN assigned Holiday number. This Report can be generated to screen or printer.



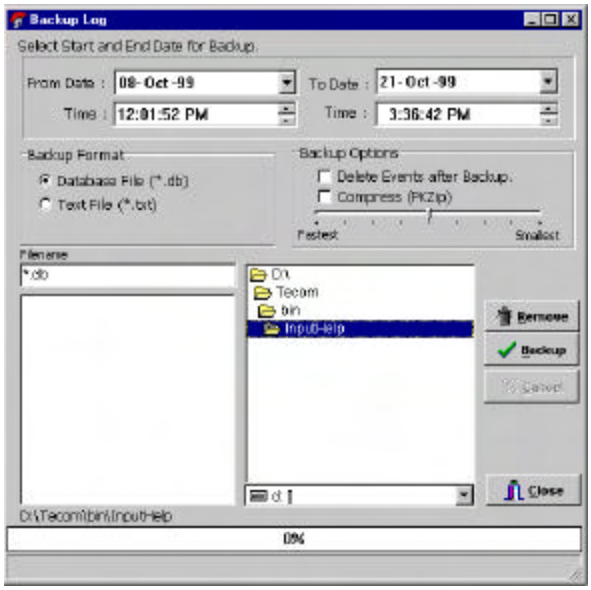
You have the choice of printing all Holidays for a complete Report, or a range of Holidays for a smaller Report. You can also choose Holidays connected to specific Challengers if more than one Challenger panel exists in your system.

Be aware that you cannot print Reports unless your security access allows you to.

Backing Up History

It is recommended that the TITAN History is backed up frequently. Of course, depending how many Events are recorded per week, this frequency could range from weekly to monthly or longer.

Backing up data is quite simple. Follow these steps:



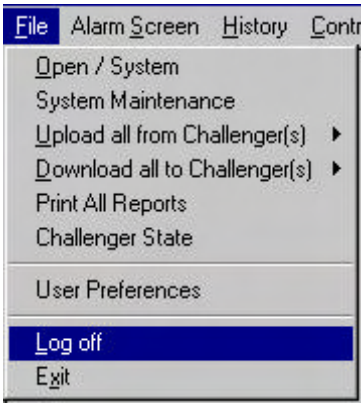
- ✓ Click on the **Backup Event Log** in the **Admin** menu.
- ✓ The **Backup Log** screen will appear.
- ✓ Select the dates and times from which you want to backup. Clicking on the drop down arrow in the **From Date** and **End Date** fields will present you with a calendar to make choosing dates easier.
- ✓ Choose your Backup Format; either a Database (*.db) file or a Text (*.txt) file.
- ✓ Choose your Backup Options: Whether to delete the events from your System after backup; and whether to compress the size of the file into a PK-Zip format.
- ✓ Then, simply provide a name for the backup file and select the drive or storage device where the file will be written.
- ✓ Finally, click on the **Backup** button to begin backup of your History.

Also note that by clicking on the **Remove** button, you are able to select backup files to be deleted.

Be aware that you cannot backup data unless your security access allows you to.

Logging Off

Once you have finished your session with TITAN, there are two ways to log off from the System. In the **File** menu:



- Click on **Log Off.** This will log you out of your TITAN session, but will keep TITAN attached to your Challenger System. The **Log In** screen will appear, allowing another Operator to log in at any time.

- Click on **Exit.** This will close TITAN down completely and will sever its connection to your Challenger System. This will take you back to your desktop. To restart TITAN, you will need to click on the TITAN icon.

*It is recommended that you only ever **Log Off** from TITAN and never **Exit** the program.*

Summary

We have taken you through the day-to-day aspects of the TITAN Work area to give you a solid grounding on the basics. You can now confidently use your TITAN software for the basic duties and upkeep of your Challenger security System.

We have discussed logging in to TITAN, opening your System, the Control menu, Alarms, History, Adding and Deleting Users/Cards, Printing Reports and backing up data.

The next Chapter, **What's On The Menu** will explain the menu functions to give you a general idea of the more powerful aspects of TITAN. Please feel free to use this chapter as a reference as you work with TITAN. Keep this manual by your terminal and use it whenever you feel the need to check on something.

With TITAN's easy-to-use Windows environment, you'll soon find that you are a TITAN expert and know all its wide-ranging abilities and functions.

Chapter 3

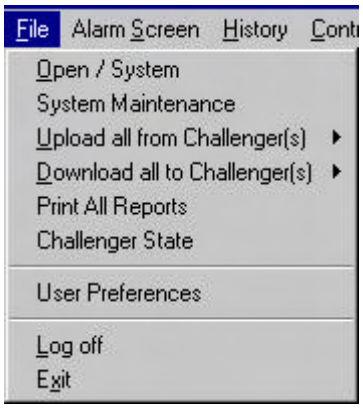
What's on the Menu

The features of each of the TITAN menus explained.

TITAN has the ability to expand with your security System. Whether you are a small office or a multi-site complex, TITAN is able to be adapted to your needs. The "Add As You Go" simplicity of TITAN makes it ideal for your site. In the previous chapter we walked you through most of the basic features you will use all the time. In this chapter we will explain all the Menu options to provide you with a wider understanding of just how powerful TITAN is.

The menu options are listed below with an explanation of each.

The File Menu



The File Menu contains System functions relating to TITAN and Challenger.

Open/System

This records details of your TITAN System, and allows the System to be activated (on line) to communicate with your Challenger(s).

When creating a new System, you will be given the option of cloning the new System from an existing System. The System being copied from may be a Default System (see below) or any one of the existing Systems. Press **New** to create a new System that is not based on an existing System.

Note: To make changes to any option in a System, you must first deactivate that System. Then, make your changes, press **Save** and reactivate the System.

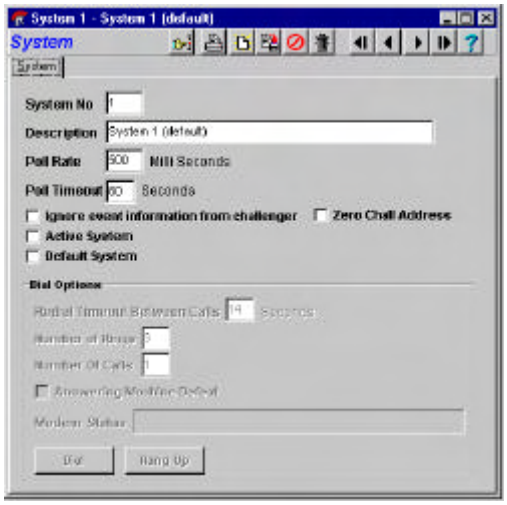
- **Poll Rate:** Determines the rate at which TITAN polls your Challenger(s). Suggested rates are:

  1 - 2 Challengers 200 milliseconds

  3 - 5 Challengers 400 milliseconds

  6 or more Challengers 700 milliseconds

- **Poll Timeout:** The time that TITAN will wait for a response from your Challenger before retrying a poll or command. The default is 30 seconds.



- **Ignore event information from Challenger:** TITAN will ignore any events reported by Challenger to speed up the upload/download processes.

- **Active System:** Determines whether a System is active or inactive. When active, TITAN will attempt to connect to Challenger(s). **Note:** Only one System can be active at any time. So if System 1 is active, it must be made inactive before any other System can be made active.

- **Default System:** Selecting this option will make this System a default System for the purposes of creating a new System. A default System can be used as a template when creating a new System, and all Challenger and System data will be copied to create the new System.

Dial Options:

- **Redial Timeout Between Calls:** The time in seconds that TITAN will wait for a connection before redialing, when connecting in "Via Modem" mode. This allows connection using the "Number of Calls" option, where the Challenger will only answer an incoming call after a preset number of previous calls.

- **Number of Rings:** This record holds the number of rings that are required before a call is detected by the Challenger. The normal telephone "Ring Tone" which consists of a double tone (brrr-brrr) is counted as 2 rings. This option is

used when accessing the Challenger Panel via dial-up modem. This option must match the setting in the Challenger panel Communications Options (Installer menu 9).

- **Number of Calls:** The number of calls that are required before the Challenger answers or initiates a callback. This is used when accessing the Challenger Panel via dial-up modem. This option must match the setting in the Challenger panel Communications Options (Installer menu 9).

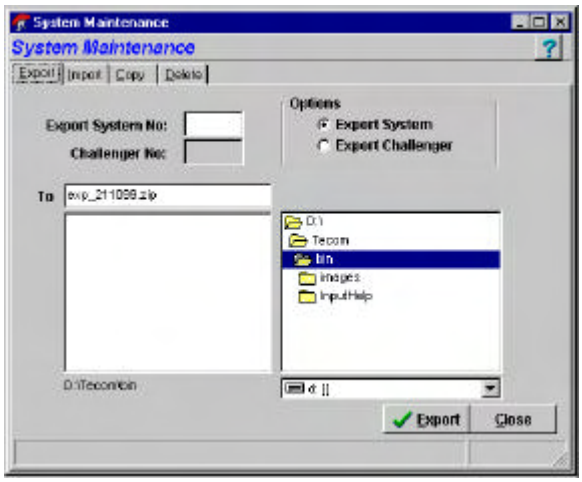
- **Answering Machine Defeat:** This option is used when dialing in to a Challenger Panel that shares a line with an answering machine. If selected, after the required "Number of Calls" and "Number of Rings" has been met, the Challenger Panel will answer instantly on the next call. This option must match the setting in the Challenger panel Communications Options (Installer menu 9).

- **Modem Status:** Shows the current status of the modem, when connecting to a remote Challenger via modem.

System Maintenance

This Screen is used for various TITAN System functions:

- **Export:** This feature allows you to save data for a Challenger or a whole System to any directory or file path of your choice. This allows you to move your data between different locations. The data will be stored as a compressed Zip file to conserve disk space. If the data is being stored on floppy disk and fills the disk, TITAN will then ask for another disk. All you are required to enter for the Export process is the directory that you wish the new files to be saved in as well as the System number. If only exporting a single Challenger, the Challenger number is also entered here. Entering a file name and clicking **OK** will start the export process.



- **Import:** This feature allows you to load data for a Challenger or a whole System from any directory or file path of your choice. This allows you to

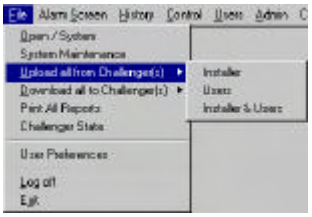
move your data between different locations. All you are required to enter for the Import process is the directory that you wish the new System to come from and new System number to be created. If only importing a single Challenger, the Challenger number is also entered here. TITAN will also display the source System number (from the original TITAN database). Clicking **OK** will start the import process.

- **Copy:** This option allows a single Challenger or an entire System to be copied to create a new, identical System. Copying a Challenger will copy only the Challenger and User menu data for the chosen Challenger. Copying an entire System includes all the following options: All Challenger and User menu details, System PollRate and Timeout settings, Challenger, Ports, Map details. It does not copy the Command Queue or the History to the new System.

- **Delete:** This option will delete either a single Challenger or an entire System. Entering a System number and Challenger number will delete all details for that Challenger only. Leaving the Challenger number blank will delete the selected System completely. **Note:** Use this option with caution. When a Challenger or System is deleted, it is not possible to retrieve the deleted data.

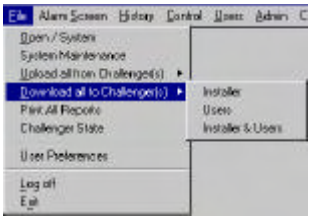
Upload all from Challenger(s)

This option is used for uploading all data from all the Challengers in a System into the TITAN database. The entire database may be uploaded, or just the Users or Installer options. **Note:** All Challengers in a System should be online during the upload process.



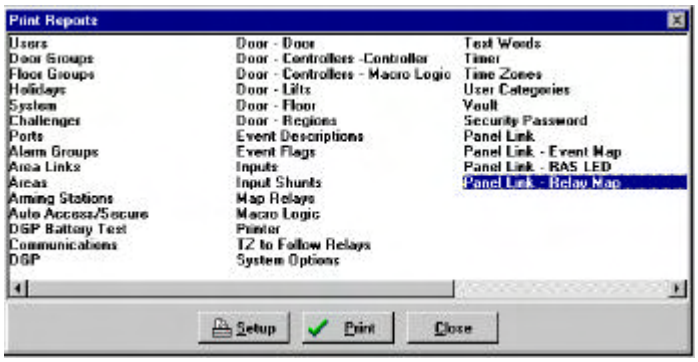
Download all from Challenger(s)

This option is used for downloading all data from TITAN to all the Challengers in a System. The entire database may be downloaded, or just the Users or Installer options.



Print All Reports

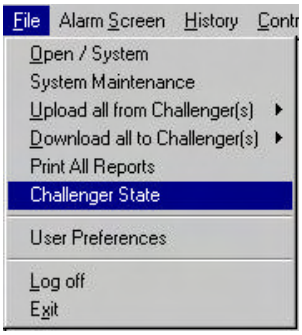
This option will list all Challenger options for printing. From the list, any or all options may be printed.



Challenger State

This screen lists all Challengers in the current System, and shows the following information:

- The Port the Challenger is connected to
- Challenger Number
- Challenger Status (On line/Off line)
- Whether the Challenger has been selected to be Active or Inactive
- Method of Connection (Direct/Connect/Multi Ring/Callback/None)

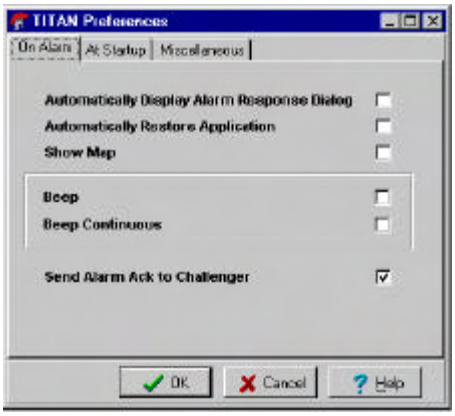


User Preferences

This option allows the Operator to set various TITAN options.

On Alarm

This section contains preferences related to what happens when TITAN detects that an Alarm has occurred.



- **Automatically Display Alarm Response Dialog:** When an Alarm occurs, TITAN will automatically pop up the Alarm Response dialog window.

- **Automatically Restore Application:** If the application is minimized when an Alarm occurs, then the application will automatically be restored to the screen.

- **Show Map:** When an Alarm occurs, show the map if one exists.

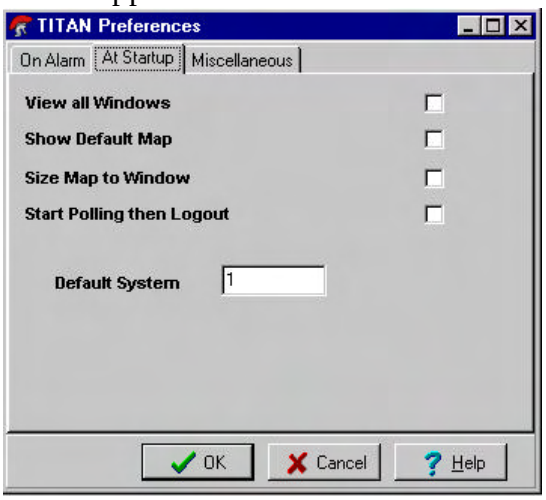
- **Beep:** When an Alarm occurs, beep five times. This beep is the default System beep.

- **Beep Continuous:** When an Alarm occurs, beep until all Alarms are acknowledged. This beep is the default System beep.

- **Send Alarm Ack to Challenger:** When you acknowledge an Alarm, an Acknowledge message will also be sent to the Challenger to reset the Input. If this option is not selected, the Alarm will only be acknowledged in TITAN. This means that the Input will have to be reset by a User on a Challenger Arming Station. This option should normally be selected.

At Startup

This section contains preferences related to what happens when TITAN is first opened or started up.



- **View all Windows:** Selecting this will automatically perform the 'View All' function on the popup menu. This will display the following windows: Alarms, Active Challengers, Events, and Command Queue.

- **Show Default Map:** Displays the Maps window at startup. If there is more than one map, the map displayed will be the map selected as the Default Map in **Add/Edit Maps**.

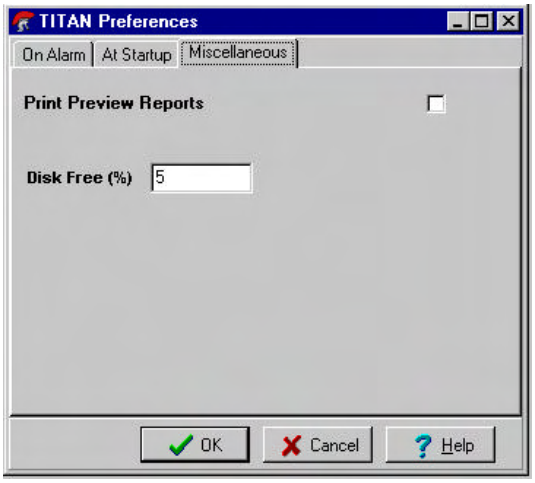
- **Size Map to Window:** Makes the Map window take up almost the entire area of the TITAN main window.

- **Start Polling then Logout:** When started, TITAN will start polling Challengers in the current System before displaying the log in screen.

- **Default System:** Sets the System to be used when TITAN starts up. Normally, this should not need to be set. The default startup System is always set to the last active System.

Miscellaneous

- **Print Preview Reports:** Allows a preview screen to be displayed when printing Reports. If this option is not selected, all Reports will be immediately printed without displaying the preview screen.



- **Disk Free (%):** Allows the Operator to specify the percentage of the computer's hard drive to leave free. For example, if 10% is specified, when the hard drive is 90% full, TITAN will begin deleting the oldest Event from History each time a new Event is added. This will ensure the drive does not fill completely. TITAN will generate an Alarm when it is about to begin deleting Events. To recover some free space on the hard drive, delete Events from History, or backup the Events as a text file.

Log Off

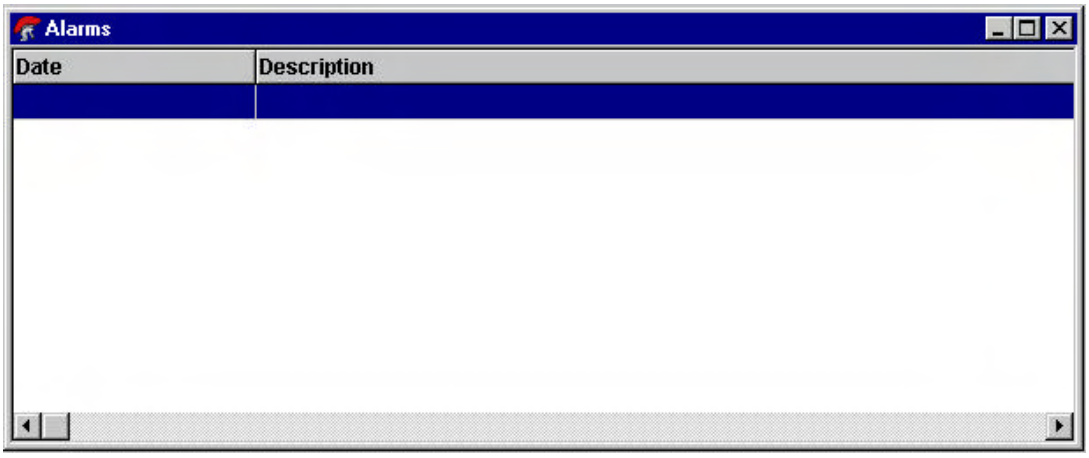
Logs off the current TITAN operator and displays the Log In screen.

Exit

Exits the program.

The Alarm Screen Menu

The Alarm Screen contains a list of all the Alarms that were received by TITAN according to the definitions found under **Admin-Set Alarms**. From this list you can acknowledge any Alarm by double-clicking it.



If you do this you will see another screen containing details of the Alarm as well as the time and date that the Event occurred. Clicking **OK** will simply send an acknowledge message to History. In the case of an Input in Alarm, a reset command will be sent to the Challenger, if this option is selected. See **Chapter 2, Getting Started: Alarms** for more information. If you enter text in the Response window, this text will be added to the Alarm and will be stored in **History** for future reference. After you have hit **OK**, the dialog will close and the Event will be removed from the list and stored in **History**.

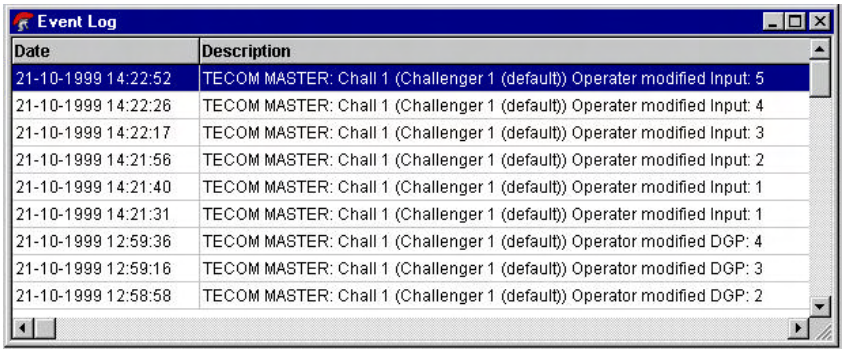
The Map button will display the map relevant to the Alarm, if applicable.

The History Menu

The **History Menu** contains all acknowledged Alarms and System Events that are generated through TITAN. It is from this menu that Events and Alarms can be tracked and also printed as Reports.

Live Event Log

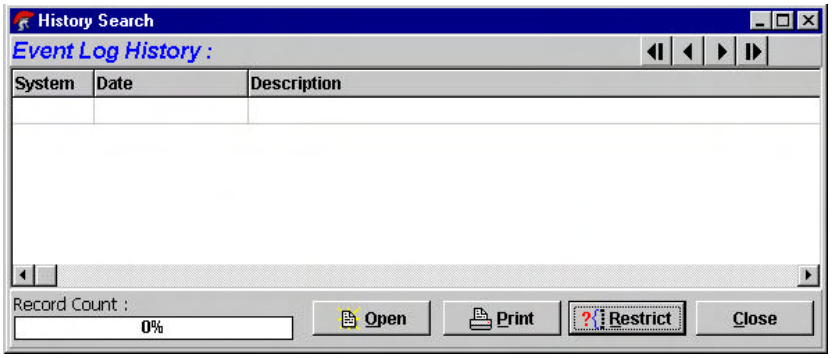
The **Live Event Log** keeps a real-time record of various TITAN Events. These Events include:


Event Log
Date
Description
21-10-1999 14:22:52 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operater modified Input: 5
21-10-1999 14:22:26 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operater modified Input: 4
21-10-1999 14:22:17 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operater modified Input: 3
21-10-1999 14:21:56 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operater modified Input: 2
21-10-1999 14:21:40 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operater modified Input: 1
21-10-1999 14:21:31 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operater modified Input: 1
21-10-1999 12:59:36 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operator modified DGP: 4
21-10-1999 12:59:16 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operator modified DGP: 3
21-10-1999 12:58:58 TECOM MASTER: Chall 1 (Challenger 1 (default)) Operator modified DGP: 2

- Events reported by the Challenger(s) in your security system.
- Alarms that have been activated and acknowledged.
- Challenger programming changes performed by your TITAN software.

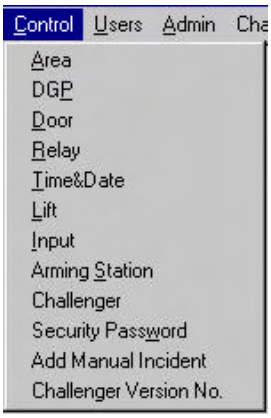
Reports

The **Reports** function in the **History Menu** allows you to restrict what you view in History to certain Event types, particular dates or both.



See **Chapter 2, Getting Started: History** for more information.

The Control Menu



The **Control Menu** allows you to control various functions of the Challenger. There are several buttons common to most Control screens:

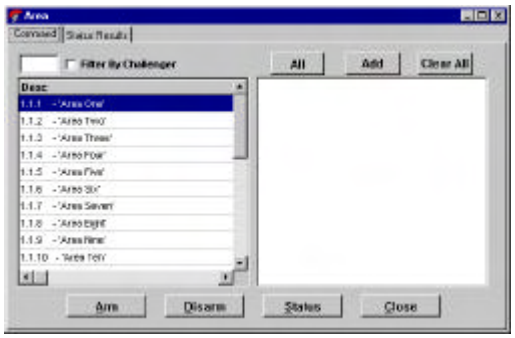
All Adds all available items to the list of items to be controlled.

Add: Adds a range of items to the list, e.g. Areas 1 to 16 on Challenger 1.

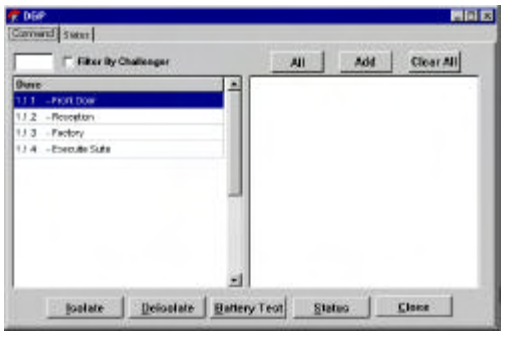
Remove All Clears the list of items.

The options available in this menu are:

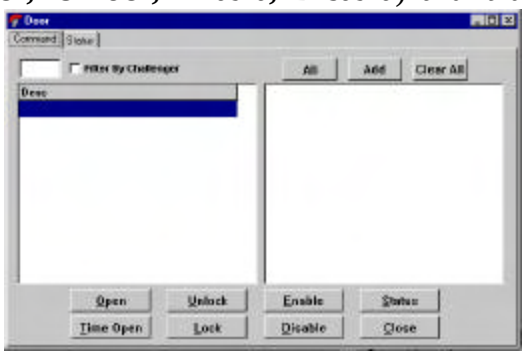
- **Area:** From the Command screen, select Areas to be controlled by double-clicking on them. Then select a function (**Arm** or **Disarm**) and the commands will be sent to the Challenger(s). The **Status Results** screen shows the current status of the selected Areas. Select the Areas in the Command screen, click on **Status** and the Status will be displayed. Areas can then be controlled from this screen by selecting, right-clicking the mouse and choosing a command.



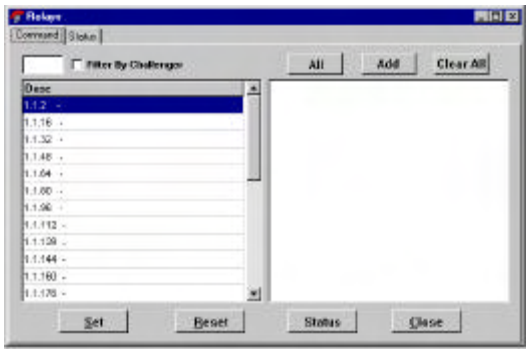
- **DGP:** From the Command screen, select DGPs to be controlled by double-clicking on them. Then select a function (**Isolate, Deisolate, Battery Test**) and the commands will be sent to the Challenger(s). The **Status Results** screen shows the current status of the selected DGPs. Select the DGPs in the Command screen, click **Status** and the Status will be displayed. DGPs can then be controlled from this screen by selecting, right-clicking the mouse and choosing a command.



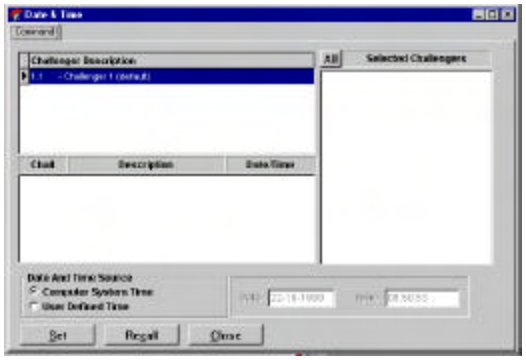
- **Door:** From the Command screen, select Doors to be controlled by double-clicking on them. Valid Door numbers are between 17 and 64. Then select a function (**Open, Time Open, Lock, Unlock, Enable, Disable**) and the commands will be sent to the Challenger(s). The **Time Open** command will open a Door for the specified period of time. Valid times are 1 to 255 seconds. The **Status Results** screen shows the current status of the selected Doors. Select the Doors in the Command screen, click **Status** and the Status will be displayed. Doors can then be controlled from this screen by selecting, right-clicking the mouse and choosing a command. **Note:** To open Doors 1 to 16, use the **Door Open** command in the **Control/Arming Station** screen.



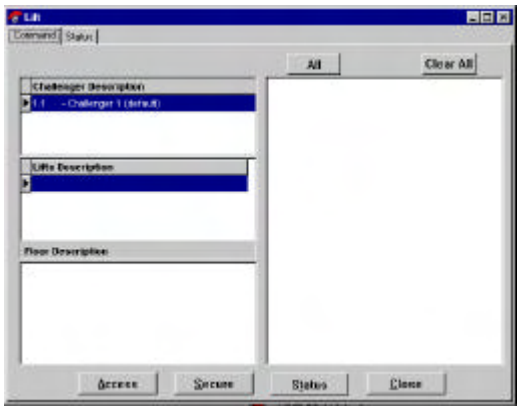
- **Relay:** From the Command screen, select Relays to be controlled by double-clicking on them. Then select a function (**Set** or **Reset**) and the commands will be sent to the Challenger(s). The **Status Results** screen shows the current Status of the selected Relays. Select the Relays in the Command screen, click **Status** and the Status will be displayed. Relays can then be controlled from this screen by selecting, right-clicking the mouse and choosing a command.



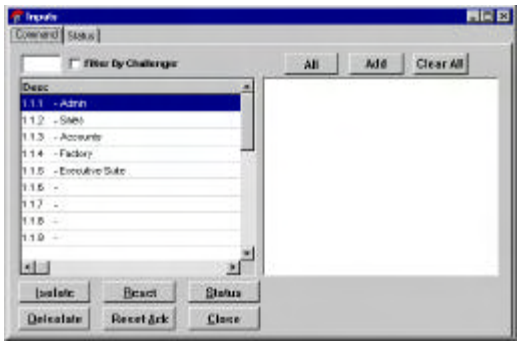
- **Time & Date:** The Challenger Date and Time can be set or recalled here by selecting (double-clicking) one or more Challengers. Select either the Computer System time or enter a User Defined time and press **Set**. To recall the time from a Challenger, select a Challenger and press **Recall**.



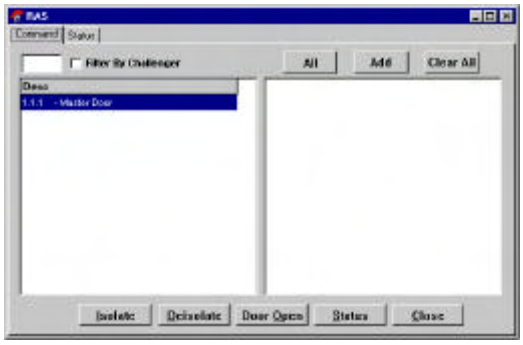
- **Lift:** To control a Lift from the Command screen, select a Challenger number and Lift number. A list of valid Floor numbers for that Lift will be displayed. Select a Floor or Floors from the list by double-clicking on the Floor, then pressing **Access** or **Secure**, and the commands will be sent to the Lift Controller. The **Status Results** screen shows the current status of the selected Floors. Select Floors in the Command screen and click **Status**. The status of all selected Floors will be displayed. From this screen, Floors can be accessed or secured by selecting a Floor, right-clicking on it and choosing a command.



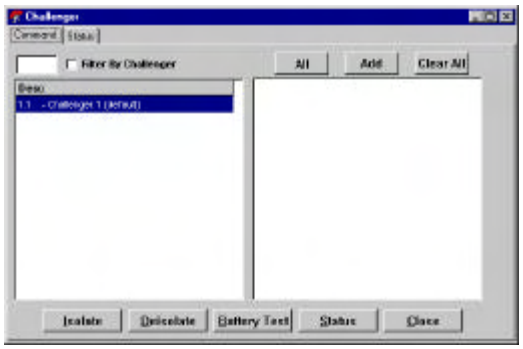
- **Input:** From the Command screen, select Inputs to be controlled by double-clicking on them. Then select a function (**Isolate, Deisolate, Reset, Reset Ack**) and the commands will be sent to the Challenger(s). The **Status Results** screen shows the current status of the selected Inputs. Select the Inputs in the Command screen, click Status and the status will be displayed. Inputs can then be controlled from this screen by selecting, right-clicking the mouse and choosing a command.



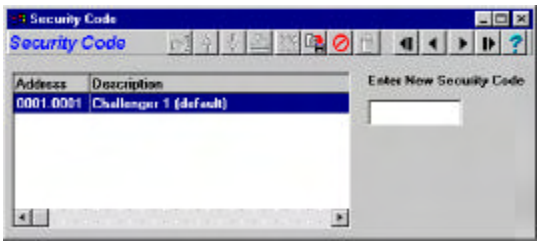
- **Arming Station:** From the Command screen, select Arming Stations to be controlled by double-clicking on them. Then select a function (**Isolate, Deisolate, Door Open**) and the commands will be sent to the Challenger(s). The **Status Results** screen shows the current Status of the selected Arming Stations. Select Arming Stations in the Command screen, click Status and the status will be displayed. Arming Stations can then be controlled from this screen by selecting, right-clicking the mouse and choosing a command.



- **Challenger:** From the Command screen, select Challengers to be controlled by double-clicking on them. Then select a function (**Isolate, Deisolate, Battery Test**) and the commands will be sent to the Challenger(s). The **Status Results** screen shows the current Status of the selected Challengers. Select the Challengers in the Command screen, click **Status** and the Status will be displayed. Challengers can then be controlled from this screen by selecting, right-clicking the mouse and choosing a command.

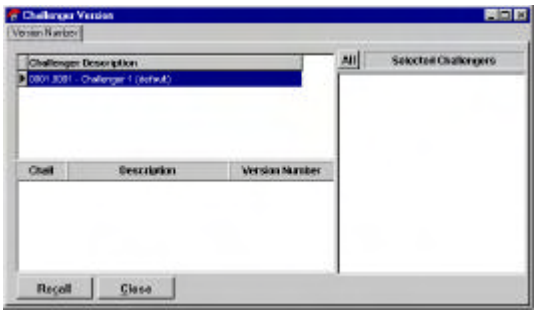


- **Security Password:** To change the Security Password for a Challenger, select a Challenger by double-clicking on it and enter the new Security Password. The password should be changed from the default to ensure no unauthorized access to your System.

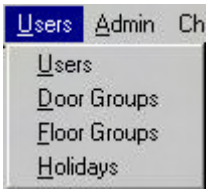


- **Add Manual Incident:** This allows the Operator to add an Event to History. Type in a description of the Event and press **OK** to add the Event.

- **Challenger Version Number:** Allows the user to recall the firmware version from one or more Challengers in a System. Double-click on a Challenger, or click **All** to select all Challengers, then press **Recall** to display the firmware version of the selected Challengers.



The Users Menu



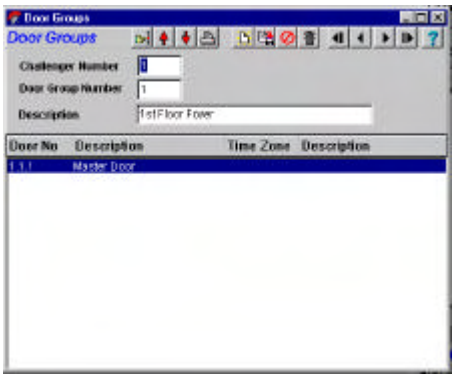
The **Users Menu** contains details of the Challenger Users, Challenger Floor and Door Groups as well as programmed Holidays.

Users

The **Users** option is discussed in detail in **Chapter 2, Getting Started: Add Users/Cards.**

Door Groups

The **Door Groups** menu allows for you to access a list of the Doors that you have programmed for the Group and allows you to select from this list to edit or delete Doors.



Right click on a Door to assign a Time Zone to it. When you have finished adding Doors, it is most important to remember to **Save** the record. Even though you have been assigning Time Zones to the Doors, nothing will be saved until you click on the **Save** button.

Note: The Door Group screen will only list available Doors. For example: Arming Stations that are polled and Doors that have been created.

- **Save Button** : If you are connected live to the Challenger (that is, you are online) once this button is pressed, then the Door Group is downloaded automatically. If you are not connected live, then the Download command will be stored in the Command Queue to be sent to the Challenger when it is online.

- **Delete Button** : If you are connected live to the Challenger (that is, you are online) once this button is pressed, then the Door Group is deleted automatically. If you are not connected live, then the Delete command will be stored in the Command Queue to be sent to the Challenger when it is online.

- **Search Button** : Allows you to search the list of Door Groups currently available. CTRL-F (Find) has the same effect.

- **Door Group Number:** This is the number of the Door Group and can range from 1 to 255. Note that Door Groups above 128 are only valid for Version 9 Challengers or later.

- **Description:** A descriptive text field of no more than 40 characters. This is NOT downloaded to the Challenger.

- **Door Number:** A Door Number from 1 to 64 in the Challenger system. All available Doors are listed. If a Door is not assigned a time zone, the Door is not valid for that Door Group.

- **Time Zone Number:** A number between 1 and 24, or between 26 and 41. Time Zones 26-41 are only available on Doors 1-16. You can right-click on a Door to see which time zones are available.

Floor Groups

The **Floor Groups** menu allows for you to access a list of the Floors that you have programmed for the Group and allows you to select from this list to edit or delete Floors.

Right click on a Floor to assign a Time Zone to it. When you have finished adding Floors, it is most important to remember to **Save** the record. Even though you have been assigning Time Zones to the Floors, nothing will be saved until you click on the **Save** button.

Note: The Floor Group screen will only list available Floors. For example: Floors that have been created in the Floors option.

- **Save Button** : If you are connected live to the Challenger (that is, you are online) once this button is pressed, then the Floor Group is downloaded automatically. If you are not connected live, then the Download command will be stored in the Command Queue to be sent to the Challenger when it is online.

- **Delete Button** : If you are connected live to the Challenger (that is, you are online) once this button is pressed, then the Floor Group is deleted automatically. If you are not connected live, then the Delete command will be stored in the Command Queue to be sent to the Challenger when it is online.

- **Search Button** : Allows you to search the list of Fobor Groups currently available. CTRL-F (Find) has the same effect.

- **Fobor Group Number:** This is the number of the Fobor Group and can range from 1 to 255. Note that Fobor Groups above 128 are only valid for Version 9 Challengers or later.

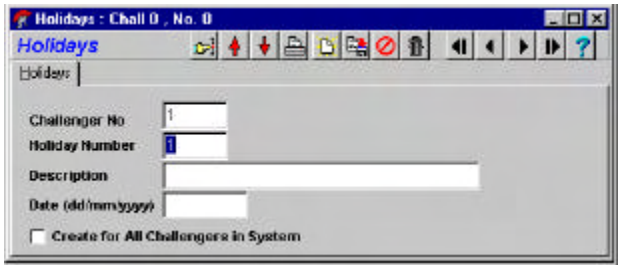
- **Description:** A descriptive text field of no more than 40 characters. This is NOT downloaded to the Challenger.

- **Fobor Number:** A Fobor number from 1 to 64 in the Challenger system. All available Fobors are listed. If a Fobor is not assigned a Time Zone, the Fobor is not valid for that Fobor Group.

- **Time Zone Number:** A number between 1 and 24. You can right-click on a Door to see which time zones are available.

Holidays

The **Holidays** menu allows you to enter 24 different Holidays for the one Challenger. The Holidays recorded here may be used in conjunction with Time Zones to control Access or Alarm functions. For example: staff who are allowed access during normal week days can be denied access on weekdays declared a holiday.



- **Holiday Number:** A number representing the holiday. Range is from 1 to 24.

- **Description:** This field is for a text description of the holiday (Max 40 characters) which is NOT downloaded to the Challenger panel.

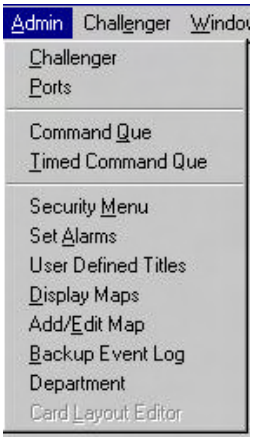
- **Holiday Date (dd/mm/yyyy):**

  Day: Range 1 to 31

  Month: Range 1 to 12

  Year: Range 1991 to 2090

The Admin Menu



The **Admin Menu** contains many Challenger and TITAN administration options that can be changed and programmed depending on your needs.

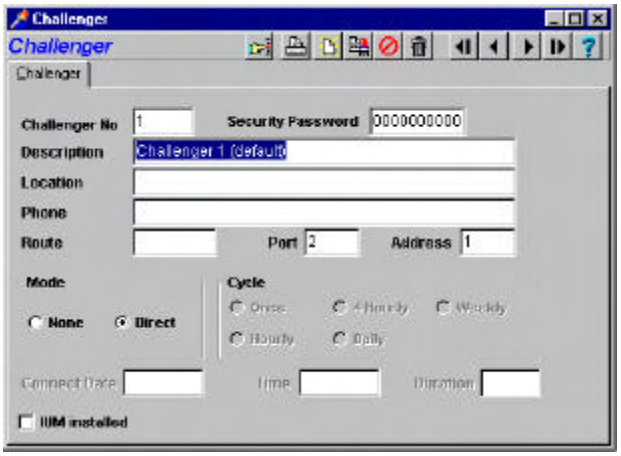
Challenger

The **Challenger** option sets up the options required for TITAN to communicate with a Challenger. This screen can only be edited while the System is inactive. It contains the following options:

- **Challenger No.:** This is the number of the Challenger in the current TITAN System. Valid Challenger numbers are in the range 1 to 1023. The Challenger number in TITAN should be the same number as the actual Challenger number. For example, if you have three Challenger panels numbered 6, 7 and 8, then the corresponding Challenger numbers in TITAN should be 6, 7 and 8 also.

- **Security Password:** This is the 10-digit Security Password used to gain access to a Challenger. It must match the Security Password programmed in the Challenger in Installer Option 29 - Security Password.

- **Description and Location:** Used to describe the Challenger and its location (but NOT downloaded to the Challenger panel).



- **PABX number:** Used when dialing in to a remote Challenger. The number used to obtain an outside line via a switchboard (e.g. "0"). This field is optional and may be omitted if the modem is not connected via a switchboard.

- **Phone:** The phone number of the Challenger. Used when dialing in to a remote Challenger.

- **Route:** Used when communicating with the Challenger via a TS2000 Network Master Receiver. The Route number must be the H**KSLP** address. Your installer and security provider should have provided you with your

Challenger's HKSLP addresses. If they haven't, please contact them. In short, the HKSLP address is made up of Challenger numbers. Highway (line) number, LinK number, Sub Link number, Down Line number, and Panel number. A simple example of this would be: if you are using line card 1 on your TS2000 Network Master Receiver and it is connected to your Challenger Panel 9, you have Highway line number 1 (from the line card) and Panel number 9. So, your HKSLP number would be 19. Your installer is able to easily provide you with these HKSLP numbers, so contact them if you have any doubts.

- **Port:** The Serial Port used to communicate with the Challenger. See **Ports** below.

- **Address:** The Computer Address enables TITAN to communicate with the Challenger. This field is filled in automatically by TITAN and is always the same as the Challenger Number. The Computer Address must be programmed into the Challenger under Installer Option 9-Communication Options.

- **Mode:**

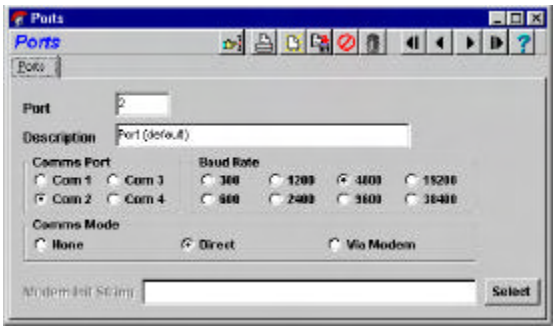
  - **None:** the Challenger is ignored by TITAN and is not polled.

  - **Direct:** the Challenger is connected directly to the computer via a Computer Interface or temporary serial connection.

- **IUM Installed:** The IUM box will notify you if Intelligent User Memory is installed. If the box is ticked, then this Challenger is installed with IUM. If the box is empty, this Challenger is not installed with IUM. For more information on IUM, see **Chapter 4, Making the (Up)-Grade**.

Ports

This sets the options for the serial port used to communicate with Challenger(s). This screen can only be edited while the system is inactive.



- **Port:** The serial port on the computer which is connected to the Challenger or modem. This number should be the same as the Comms Port number. For example, if you are using Comms Port 3, your Port number should be 3 as well.

- **Baud Rate:** Set to 4800, unless dialing directly to a Challenger's on-board modem. Use 300 in this case.

- **Comms Mode:** The method used to connect the Challenger(s) to TITAN.

  - **None:** the Challenger is ignored by TITAN and is not polled.

  - **Direct:** the Challenger is connected directly to the computer via a Computer Interface or temporary serial connection. Up to 2 ports can be assigned the Direct mode.

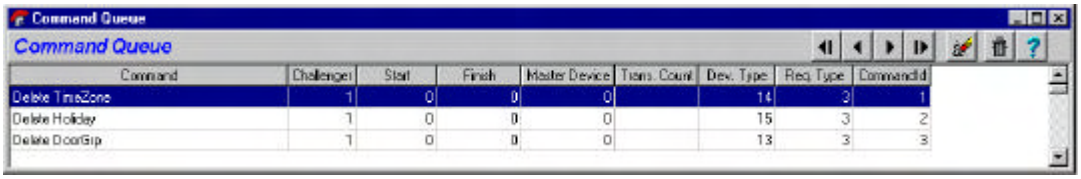
  - **Continuous:** the Challenger is connected remotely via a modem. Only 1 port on a system can be assigned Continuous mode.

    Please note: *The mode must also be set in the Challenger screen. Also, although the use of ports is restricted as above, a combination of Direct and Continuous can be used by selecting one Port to be in Direct Mode, and a second in Continuous mode. Then it would be possible to have one or more Challengers connected via each port.*

- **Modem Initialisation String:** The Modem Initialisation string is important when you are to Dial connect as it determines how your modem will go about connecting as well as how it behaves during call back and when hanging-up. A list of the most used strings for popular brand modems can be found at the Tecom Website at http://www.tecom.com.au/techbull/titanupdate.htm or try http://www.modemhelp.org/inits for a complete list.

Command Que

The **Command Que** menu lists all commands waiting to be sent to all Challengers in a System. If there are any commands waiting in the Queue, this will be indicated by a blue bar at the bottom of the screen.



These commands may be:

Up bad data from Challenger to TITAN database.

Down bad data to Challenger.

Commands such as opening Doors, resetting or isolating Inputs, and arming Areas.

If the System is active, the commands will be sent to the Challenger(s). If the System is not active, the commands in the Command Queue will remain there until the next time the System is on line (active).

- **Clear All Commands Button** : Pressing this button will delete all commands from the Command Queue.

- **Delete Button** : Pressing this button will delete only the selected command from the Command Queue.

Timed Command Queue

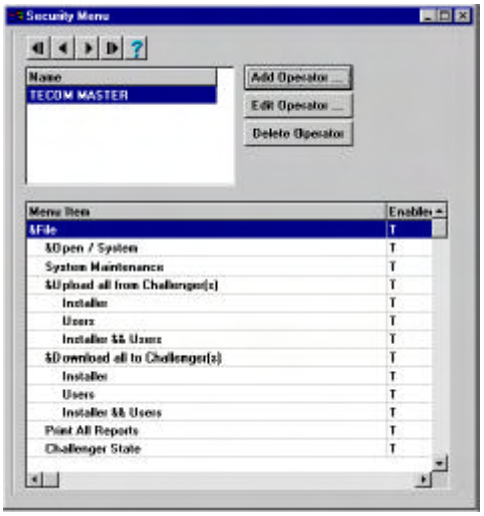
The **Timed Command Queue** menu works in the same way as the **Command Queue** above. But this lists commands that are awaiting activation due to time or date specifications.

For example: if two employees are to start next Tuesday, 26th of October, and their User profiles and cards have already been created, the commands to activate these cards will sit in the **Timed Command Que** until Tuesday, 26th of October when they will be downloaded to the Challenger.

Security Menu

Remember that some of these options may not be available to you depending on your security level. All these options are available to the Administrator and Installer, however.

The **Security Menu** option provides you with access to the TITAN Operator passwords, and the TITAN menu options that Operators can access.



You will be presented with a list box of names of the Operators on the system. If you wish to modify an Operator's access details then simply select them by clicking on their name, then click **Edit Operator**. This will bring up their record details window for you to alter as you wish. To add a new Operator on the system, click the **Add Operator** button from the List Box window and an empty details

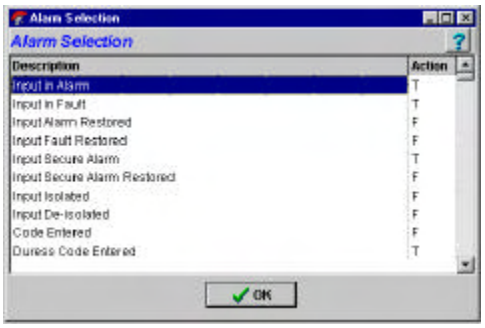
window will appear allowing you to enter the new Operator's details. You have the option of setting all menu options to False, or to the same as the current Operator.

Below the Operator Name and Password, there is a list of every TITAN menu option. By double-clicking on an option, that option is toggled between T (true - Operator has access) and F (false - Operator does not have access).

An Operator is not allowed to change the T/F value of a menu option that they do not have access to. For example, if you do not have access to the 'Challenger' menu item, then you cannot change it on other Operators permissions.

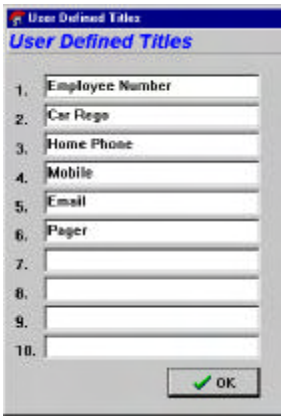
As a general rule: an Operator cannot give another Operator more menu permission than they have themselves.

Set Alarms



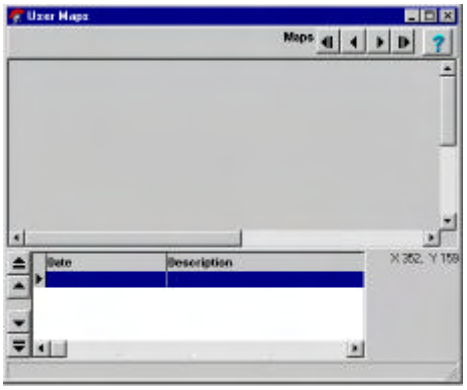
The **Set Alarms** menu allows you to decide which History events sent to TITAN by the Challenger are treated as Alarms. To use this option, simply double-click on an Event to toggle between T (true - Alarm event) and F (false - not an Alarm event). Selecting OK will save the changes you have made.

User Defined Titles



The **User Defined Titles** menu gives extra flexibility when programming Challenger User details. It allows extra fields to be added to a User. Examples might be a second telephone number, car registration number or employee number.

Display Maps



The **Display Maps** menu is used when you are interested in finding the location of Alarms and acknowledging devices in Alarm. By selecting an Alarm in the Alarm list box, you will automatically be shown the Alarm's origin, represented by the highlighted flashing icon.

Note that all devices assigned to the map, currently in Alarm, will also be flashing. Not

all Alarms in the Alarm list box will have had icons assigned to a map, these are easily identified by the information in the bottom status bar. The status bar will also show the X,Y coordinate for the device associated with the currently selected Alarm.

- **To Acknowledge Alarms:** Devices in Alarm can be acknowledged by right clicking the mouse while holding it above the device to be acknowledged; double clicking on the Alarm in the Alarm list box; or selecting the acknowledge item in the devices popup menu. Acknowledged Inputs are automatically reset, when acknowledged, and the relevant information logged.

- **To Control Devices:** To control a device which has been placed on your map, simply hold the cursor above the device and select control from the devices popup menu. The device will automatically appear in the list of devices to be controlled. Controlling can be performed on icons in either the **Add/Edit** or **Display Maps** dialogs, provided you have access to them.

- **Isolate/Deisolate:** Isolate and De-isolate operations are easily performed by placing the cursor above the relevant device and selecting the operation from the popup menu.

Add/Edit Maps

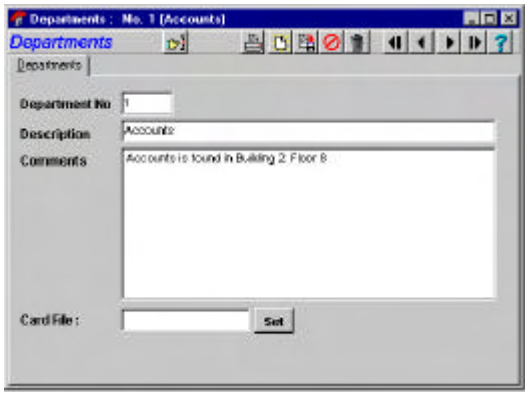
The **Add/Edit Maps** menu allows you create and save your own maps, or edit the maps currently available. Icons are available on the right-hand side of the screen for quick placement of Map Links, Areas, DGPs, Challengers, RASs, Relays, Doors and Inputs. Connect these items to points and Areas in your System and drag and drop them onto your map.

Backup Event Log

The **Backup Event Log** menu is discussed in detail in **Chapter 2, Getting Started: Backing Up Data.**

Department

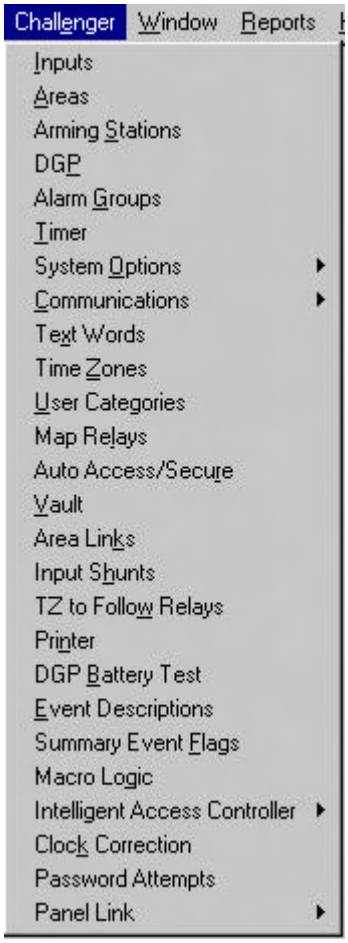
The **Department** menu records details of a Department, which can then be assigned to Users. For Example: Administration, Factory, Advertising, or Accounts. It also designates which card layout is to be used for each department if you are using Photo ID. Different Departments can have different layouts and styles and these are assigned here in the **Card File** option.



The Challenger Menu

The **Challenger Menu** contains options for programming your Challenger System through TITAN. This menu should only be accessed by trained Challenger Installers and Administrators. Usually, this menu is not available to TITAN Operators and it is recommended that Operator access to this menu is restricted.

Online help is available in TITAN for the **Challenger Menu**.



The Reports Menu

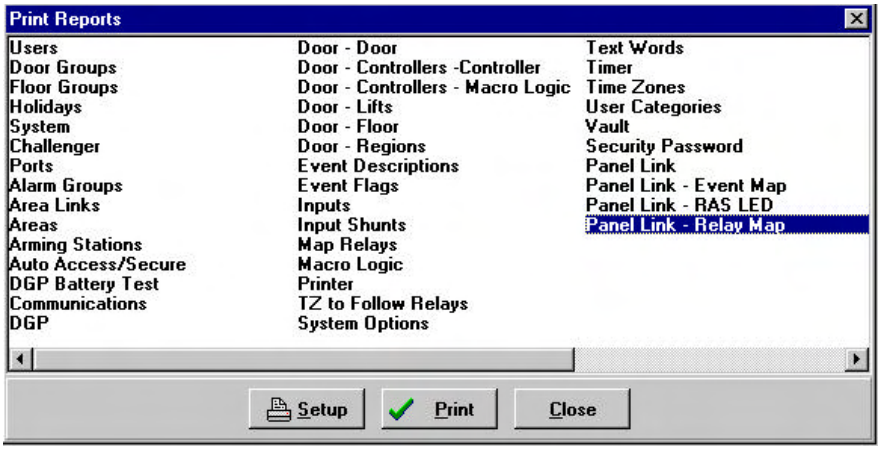
The **Reports Menu** allows the operator to print details of Challenger programming and TITAN System information. The following options are available:

- **Users:** Prints Challenger User details. All Users may be printed, or a range of Users may be selected. The Sort Alphabetically option will print Users in alphabetical order. If this option is not selected, Users will be printed in numerical order. This menu is discussed in detail in **Chapter 2, Getting Started: Printing Reports.**

- **Admin:** Prints details of TITAN System information contained in the System, Challenger or Ports screens.

- **Challenger:** Prints details of a single Challenger option, as selected from the list.

- **Print All** Displays a list of all options available to be printed. From these options, any or all may be selected for printing.



- **Users By Region:** Lists all Regions used in Intelligent Access Controllers, and gives a list of Users currently in each Region. **Note:** For this Report to work, Doors on the Intelligent Access Controllers must be programmed with in/out Regions.

- **Muster:** Generates a Report based on a Region, showing Users inside or outside a given region.

    - **Region Number:** Select a Region from the list. Only regions programmed in the Door options **In Region** and **Out Region** will be listed.

    - **Time (mins):** The Report will show all Users who have entered the selected region during this time. This can be left blank when the **Outside Region** option is set.

    - **Process for:** The Report will either list all Users currently **Inside** region who entered in the time given, or all those **Outside** region.

    - **Region 0 (Outside):** This option will decide whether the Muster Report will include or exclude Users who are currently in Region 0.

- **Event Tree:** This Report will show a list of all Event Flags programmed in the Challenger(s) and where they are used, details of the Challenger Users, Challenger Fobor and Door groups as well as programmed Holidays.

The Help Menu

The **Help Menu** contains on line help and also **Registration** options that allow you to update your System and register additional products. For more information on updating your System, see **Chapter 4, Making the (Up)-Grade**.

Summary

We have now taken you through all the TITAN menus and options available to you. As you can see, TITAN can be as simple or as complex as your needs dictate. From the simple walk through of general day-to-day tasks performed in **Chapter 2** or through to the more complex and involved Reports and options discussed in **Chapter 3**, TITAN will grow with you.

The next Chapter, **Making the (Up)-Grade** will explain some of the **Advanced User Tools** that are available for purchase with TITAN. Much like "plug ins" TITAN is able to accept additional functions and products if you need them. Things like CCTV, Photo ID, Multi-Users and Smart Card Programming are all available through your supplier. These options can be purchased for an unlimited or a limited period of time.

TITAN is not only flexible when it comes to Access control or Report generating, but it also has the ability to be "future smart" so you can purchase other options and products when you need them. That's what "Add As You Go" simplicity is all about!

Chapter 4

Making the (Up)-Grade

Using the Advanced User Tools available in TITAN.

TITAN will grow with your security needs. Because of this, many extra TITAN features can be purchased by you when you need them. You can purchase them for life or for a certain period of time. We'll discuss in this chapter the **Advanced User Tools** available for TITAN.

These features will help you expand your system when you need to. Some of these tools are specialised and that is the reason why they do not appear in your original TITAN software. You will find a need for some tools, and also find some tools you would never use. Read this chapter to learn more about the added options of TITAN, or as a guide once you have purchased the options. TITAN gives you the flexibility to choose what you want, when you want it.

Intelligent User Memory

Intelligent User Memory allows for more information to be downloaded to the Challengers in your system. The default card information available on systems without **IUM** is 26 bits. With **IUM** installed, you expand the amount of card information to 48 bits, and have over 60,000 Users programmed into your system, as opposed to just 11,400 Users for non-IUM systems.

From the **Administration/ Challenger** menu, each Challenger can be checked to see if the IUM is installed. This box is ticked when a Challenger is upgraded to be IUM compliant.

This check box is also viewable on the **Challenger Form**. The default is: 48-bit IUM Data with User (Card) Number using Site Code A. User Pin Codes can also now be allocated to individual Challengers through the IUM and these PIN codes can be specific to each and every Challenger on your network. Non-IUM Challengers can also be edited from here, but please note **only** their PIN Code

can be changed. Unknown Cards and Unknown PINS can be checked and verified from this menu too.

The **Challenger State** also displays the type of panel, whether it's programmed for IUM and if it has a large or small memory installed.

Smart Card Programmer and Reader

Smart Card Reader (TS0870)

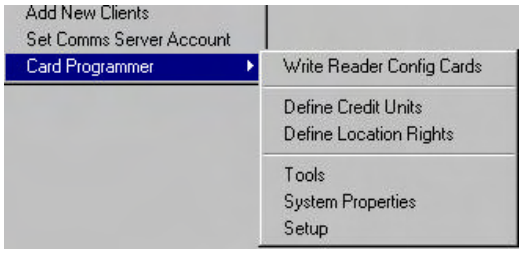
The TS0870 **Smart Card Reader** is a multifunction, all-purpose proximity card reader suitable for all locations requiring a short-range reader. The Reader allows access to Areas through the "badging" of your User cards.

The cards are programmed through TITAN and the Tecom **Smart Card Programmer.** (TS0870P)

Smart Card Programmer (TS0870P)

The **Smart Card Programmer** software comes as part of the TITAN package. However, extra hardware is needed in the form of the TS0870P **Smart Card Programmer** to utilise the software.

The following options are available from the **Administration / Card Programmer** menu:



Setup

The **Setup** menu contains all the options and settings needed to configure your Smart Card Programmer.

- **Port:** Choose a port that has been designated a Card Programmer Port. If no port has been designated a Card Programmer port, then identify a Comms port (connected to **Administration / Ports**) that will be specified as a Card Programmer port.

- **Connection password:** A Connection Password is needed to connect to the Card Programmer so no unauthorised cards can be programmed. This password can be any numeric password up to 10 characters in length and is manageable by the Operators.

- **Poll Rate:** Allows you to set how often TITAN will poll the card programmer.
- **Activate Programmer:** Tick this box to allow the Programmer to operate.
- **Master Overwrite Password:** This will be needed in the following situations:
  - When a new card for a User is created and that User already has a card issued.
  - When a request is made to rewrite data to a card that already has data on it.

  This password can be changed by Operators with the correct security access.

Note: By placing a total of 65,535 credits on a card, it will turn the card into a "master card" and the credits will never be removed.

Define Credit Units

Credit units allows for a maximum on 65,534 credits to be placed on the card for the use of Users. For example: photocopy credits, soda machine credits, parking credits. These can be changed, added to and subtracted from. Each time a card is badged at the particular area, credits are subtracted from the card. All four of these fields can be changed from the default settings.

Define Location Rights

Like Credit Units but, in this instance, dealing with access to various locations. For example: Front Office, Factory, Store Room, Executive Suite. All four of these field names can be changed from the default settings.

Write Reader Config Cards

Reader Configuration Cards allow for you to specify the settings needed for the readers, and then write all the necessary data to one particular card. Then you travel around your site, badging at readers that need to be programmed, and each reader will default to the information settings housed on the configuration card.

The information on the card can be read back to TITAN and also re-written. This allows for your settings to be changed at any time. Factory-set default settings are also available.

Tools

The Card Toolbox allows for easy manipulation of your access cards. The Card Toolbox allows you to remove all information from the cards, turning them back into blank (factory default) cards for future use. (**Note:** This process will remove all information, unless the password is locked on the card. To blank a card with a locked password, you must first unlock the password –See **System Properties** below.)

System Properties

System Properties manages the following:

- **Card Programmer passwords:** This option comes with a default password that can be changed. You should change this default to a password of your own.

- **Card Password Lock:** Which can be locked or unlocked. (See **Card Toolbox** above.)

- **Site Code Programmer Settings:** Site code numbers and settings can be accessed and changed from here. Please note, no integers can be greater than 127 for the Site code. The Site code comes set as a default or with a default properties card. However, the Operator can change this code, although this is not recommended.

- **Wiegand Format:** There are two choices for the format in which the card data can be written:

    - Tecom Wiegand ASP

    - 26-Bit Wiegand.

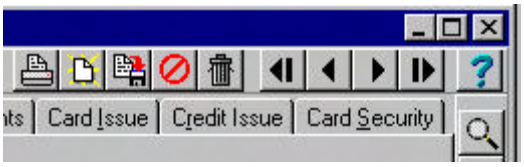
    Tecom Wiegand is recommended.

- **Card Programmer Software version**: The version number of the Card Programmer Software can be accessed here and is available as a reference for technical support issues.

The following Card options are available from the **User Details** screen in the **Users / Users** menu:

Card Issue

The Card Issue screen allows you to manually check and change the Card's Challenger Number, Status, Raw Card Data number, actual Card Number, site code and PIN code.



It is from this screen that you send the card information to the Card Programmer.

Once you have made any changes needed to the default settings, you press the **Write** button.

Place a blank User card over the marked area on the TS0870P and the Programmer will beep twice when the card is successfully written.

Your User card now has a copy of all the User information you programmed into TITAN and it is now ready to use.

Credit Issue

The Credit Issue screen allows you to manually:

- Write credits to a User's card.
- Read card details and credits back to TITAN.
- Identify the owner of the card.

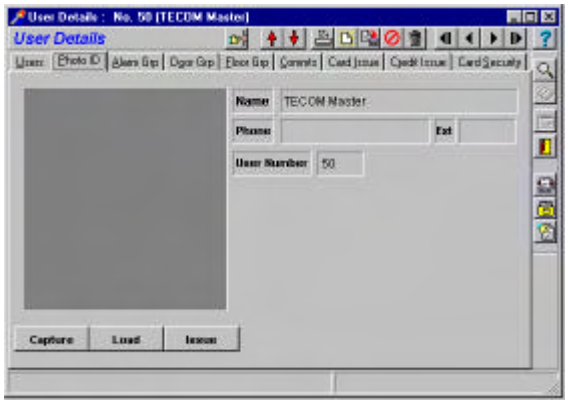
Card Security

The Card Security Screen allows you to view and change:

- Access levels
- Location Rights
- Read and write card details from TITAN Software to access cards, and back again from access card to TITAN Software.

Photo ID

The **Photo ID** tool allows you to capture images (whether video, or .bmp and .jpg images) to be used on Photo ID Smart Cards. From this menu you can capture the images, design your cards and also print and display a photo album of staff.



You'll find the Photo ID tab in the **User Details** screen in the **Users / Users** menu.

Image Capture

Image Capture is accessed from the **Photo ID** tab under the **User Details** section in the **Users** menu.

You have these options:

- **Capture** – This allows you to capture images via video and save them for use with the cards. Assuming you have the correct video cards and drivers installed and running, you are able to import the video image and choose which images you keep or discard.

- The **Freeze** button (for video capture only) freezes the image on screen. You can crop the image to suit and then choose to **Accept** or **Cancel** the image. Once you are happy with the image, you can save it to your hard drive for future use. Also available is a Video for Windows menu that allows you to change the setting and format of your video card.

- **Load** allows you to import a standard .bmp or .jpg image file to be used with the card system. You choose from files already on your hard drive, select the file you want and then import it into TITAN. Crop the image to suit, then **Accept** the image and **Save** it in its new form.

- **Issue** – The **Issue** button works in conjunction with the **Card Layout Editor** (see below). By pressing **Issue**, you "issue" the card to the **Card Layout Editor** and this moves the image, plus the relevant User information into the appropriate card format for programming and printing. By pressing **Issue**, you will be shown the card format. You can decide whether to print the card on your card printer or go back and change the card format.

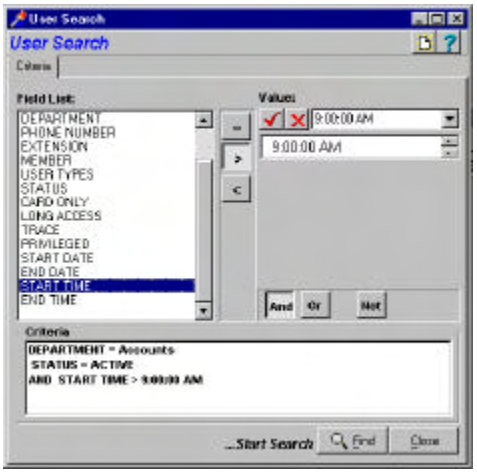
Card Layout Editor

The Card Layout Editor can be accessed from the **Admin / Card Layout Editor** menu. This allows you to create the layout and design of your Smart Cards, and then assign a format to the card before you save. You can have different designs and assign them to different formats. For example, you can have a design for management, a design for office staff and a design for the factory. These designs can be as simple or as complex as you wish. The designs are then merged with the card image and User information to be printed out on your Smart Card printer.

You can then assign the department and username to the cards through the **Users** tab.

Advanced User Search Tool

The **Advanced User Search Tool** allows you to format and search a particular group of Users. Your search results are then printable and the Report can also be saved to the hard drive.



Click on the magnifying glass in the top right hand corner of the **User Details** window in the **Users / Users** menu to access the **Advanced User Search Tool**.

A new screen will then appear. In the left-hand box, a list of searchable fields will appear. These fields are from the TITAN database and also consist of any user-defined fields.

To do a search, you simply select the field you wish to search on, then pick a value (either = equals ;< less than ;> greater than ;and ;or ;not) type in your search criteria and then press the **tick** to continue. You can also choose from the right-hand box if selections appear there and are applicable to your search.

The search string will now appear in the **Criteria** box at the bottom of the page.

If this is all you wish to search, then hit the **FIND** button. But you can add more than one string to your search and you can now go back and add extra fields and extra search criteria.

For example:

A simple search:

Department = Engineering.

A more complex search:

Department = Engineering and Card Status = Active and Card ID Number < 200.

Wild cards can be used on any string field or user defined field too. For example:

Last Name = GR *

will return all the Users whose last name starts with the letters GR:

Therefore: Gray, Graham, Griffiths etc etc.

You can delete any part of your search at any time by right clicking on the unwanted string, or delete the whole search by pressing the **New** button in the top right corner of the page.

Hit the **FIND** button and your search records will then appear back in the **User Details** field.

These User details will be restricted to <u>*only those matching your search criteria*</u>. These records can be edited, but no others. The top bar will turn blue to denote that these are restricted files (the bar is usually gray). You can then print a Report of this search or save a copy of the Report to your hard drive for future use.

To undo the restriction and return to the normal **User Details** form, simply click on the magnifying glass once more. The **User Details** form will now return to normal with a gray bar at the top.

Photo Album

The **Photo Album** button allows you to view on screen or print the images of your Users. These images are viewed and printed like a photo album, along with the first and last names and User number of each User. The criteria of your search will be listed at the bottom of each page for future reference.

<u>**Note:**</u> This option is only available after the **Advanced User Search** has been completed.

Multi User

The **Multi User** tool allows for more than one Operator to access TITAN from more than one computer terminal.

When first using TITAN from a multi-user workstation, most menus may be disabled. This is due to the TITAN registration process. Your node must first be registered to the TITAN server.

Registering Nodes

Note: You must be logged in as the Administrator if you are running Windows NT to register nodes.

From the **HELP** menu, go to **Registration.**

You have two options: **Registrar** and **Information**.

The **Information** menu lists the products already registered, when they were registered, the time left on their registration (if applicable), and the quantity purchased (in units).

The **Registrar** menu lists the components that can be registered and you can register them from here.

- ✓ First, select **Register Number of Clients** so you can register all the nodes you need. Once selected, information will appear on the screen telling you the company you need to contact.
- ✓ Contact the company (by phone or fax) to receive the activation code for the node or nodes.
- ✓ Make sure you quote the serial code that appears at the bottom of the screen! **Note:** This serial code changes with every TITAN session! Do not log off from TITAN until you have received the activation code. If you log out of TITAN the serial code will change and you will have to re-register!
- ✓ Enter your activation code in the field provided. You have a maximum of three attempts to enter the code correctly. If you do not, the code will change and you will have to re-apply. So make sure you get it right!
- ✓ Once the code has been entered, the node is now registered and active.

You can purchase these nodes for life or for limited and trial periods. Once the set time period has expired, the nodes will cease to work. But, you can always reactivate them or extend the activation period at any time by contacting your supplier.

The **Help / Information** menu lists the products you have registered along with the time left on their registration (if you have purchased them for a limited time).

Note: If your machine crashes and you lose your TITAN registry, you will need to reinstall TITAN and call Tecom Systems to receive your reactivation codes for both TITAN and the components. If only TITAN becomes corrupt and inoperable, then just reinstall the TITAN software.

Once nodes are installed...

From the **File** menu, click on **Connect to Comms Server**.

This will connect you with your remote server and, once connected, all menus available to you will appear.

Add New Clients

From the **Admin / Add New Clients** menu you can change or add **Client Access** control. This allows you to allocate Operators to specific machines or networks. From the list of Operators, simply assign them to the machines you wish, making network sharing and structures easier to follow.

Server Communications Account

From the **Admin / Communications Server Account** menu you are able to, under Windows NT, allow access to server based information that is not housed on the local PC. To do this, you must fill in the information on Domain (for WAN) or Machine (LAN) name, User Name and Password. Then access will be granted to the network.

Note: The **PORTS** menu will be disabled from the Admin menu for local machines that are not connected to the server. Only server-based machines are able to access this menu.

Registration

TITAN comes with many extra software features that require you to register them for full use. These add-ons include **Photo Id**, and **Multiple Operators** and **Nodes**. Registering these products is easy.

Note: You must be logged in as the Administrator if you are running Windows NT to register these extras.

From the HELP menu, go to **Registration.**

You have two options: **Registrar** and **Information**.

The **Information** menu lists the products already registered, when they were registered, the time left on their registration (if applicable), and the quantity purchased (in units).

The **Registrar** menu lists the components that can be registered and you can register them from here.

- ✓ First, select the component you wish to register. Once selected, information will appear on the screen telling you the name of the company who makes the product and also their contact details.
- ✓ Contact the company (by phone or fax) to receive the activation code for that component.
- ✓ Make sure you quote the serial code that appears at the bottom of the screen! **Note:** This serial code changes with every TITAN session! Do not log off from TITAN until you have received the activation code. If you log out of TITAN the serial code will change and you will have to re-register!
- ✓ Enter your activation code in the field provided. You have a maximum of three attempts to enter the code correctly. If you do not, the code will change and you will have to reapply. So make sure you get it right!
- ✓ Once the code has been entered, your component is now registered and active.

You can purchase these components for life or for limited and trial periods. Once the set time period has expired, the components will cease to work. But you can always reactivate them or extend the activation period at any time by contacting your supplier.

The **Information** menu lists the products you have registered along with the time left on their registration (if you have purchased them for a limited time).

Multi-Operator nodes are also assigned here too. If you are connecting to a Network and want more than one Operator (or to expand your network), your Operator nodes can be added here.

Note: If your machine crashes and you lose your TITAN registry, you will need to reinstall TITAN and call Tecom Systems to receive your reactivation codes for both TITAN and the components. If only TITAN becomes corrupt and inoperable, then just reinstall the TITAN software.

Chapter 5

Troubleshooting Tips

Common questions and answers about TITAN.

TITAN is designed to be as easy to use as possible. However, occasionally PC hardware systems can seize or crash. We do everything in our power to make sure this doesn't happen, but if things to go wrong, refer to this Chapter for help. We list here the common ailments and how to fix them. We hope you never need to use this section, but it's handy to have…just in case.

Verify & Rebuild Titan

If your System crashes and your TITAN database is corrupted, you will need to use the **Verify & Rebuild** option available with TITAN.

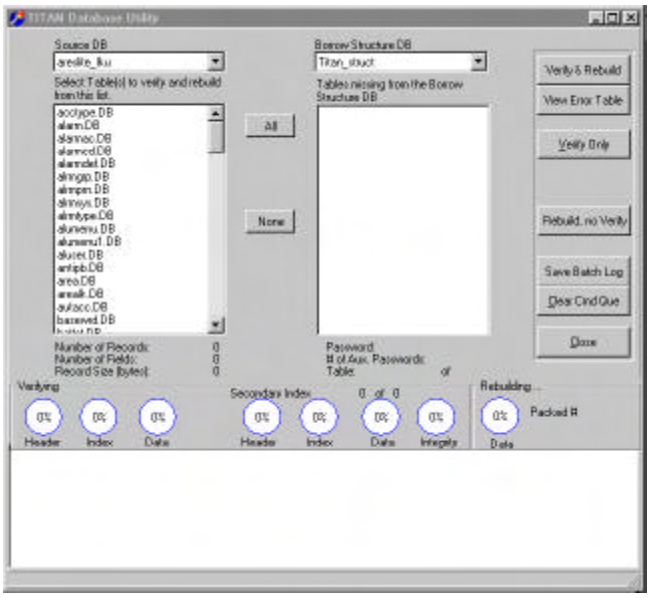
Click on the **START** button in the bottom left hand corner of your Windows desktop. Click on **Programs** and then on **TITAN Security System** and then on the **TITAN Verify & Rebuild** icon.

The TITAN Database Utility will then load. This is where you rebuild your TITAN database.

Follow these simple steps to recreate your data:

- Click on the **Source DB** drop down menu in the top left hand corner. Choose the file "aresite_lu". This file contains all the details of your TITAN database. Click on this file and all the databases contained in the file will appear in the screen just below it.

- In the **Borrow Structure DB** drop down box on the right side of the screen, choose the file "Titan_Struct".



- Click on the **All** button. This will highlight all the databases in the ares lte_lku file.

- Now press the **Verify & Rebuild** button. TITAN will then scan each database and verify that it is not corrupted. If it finds the database is corrupted, it will rebuild it and fix any problems with the database.

- Once complete, press the **Close** button to close the utilty.

Your TITAN databases should now be error free and able to be used once more.

Compact the Database

When Events are deleted from the TITAN History, they are removed from your hard drive. However, due to the nature of hard drives, some remaining "space" will always be left behind in your database.

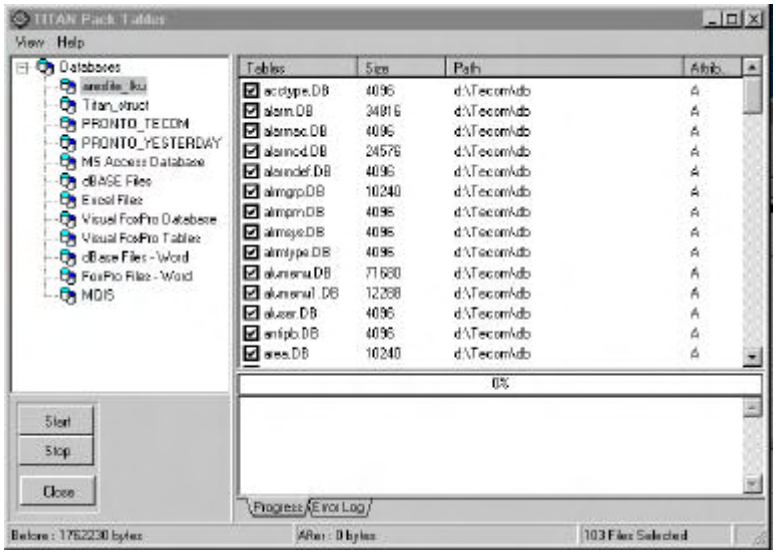
After a period of time (depending on how busy your TITAN and Challenger system is) this "space" can grow to fill your hard drive. Because of this, you will need to compact your database from time to time, to remove the space and make sure your database size is at its optimum.

From your TITAN Master cd-rom, double click on the **TitanPackDB.exe** file. If you have an earlier version of the TITAN cd-rom and can not find this file, surf over to the Tecom website at www.tecom.com.au and retrieve it from the TITAN Downloads Page. Once you have the file, save it to the **c:\Program Files\Tecom\Bin** folder on your hard drive.

- Double click on the **TitanPackDB.exe** file. The program will run and the TITAN Pack Tables screen will appear.

- Double click on the **Databases** folder and then double click on the **aresite_lu** folder. All the databases contained in this folder will now appear on the right hand side of the screen.

- Click on one of the .db files with the right mouse button and choose the **select all** option. All the boxes beside the .db files will now be ticked.



- Now click the **Start** button. TITAN will cycle through these .db files and compact them if necessary. This will pack the database and reduce the size of your databases and save your disk space.

- When the compacting has finished, click the **Close** button to exit.

Connecting TITAN to Challenger

Connections and initial setup of your System should only be attempted by your supplier or trained personnel. These steps are provided for emergency use only or for your supplier's reference.

TITAN CONNECTION TO CHALLENGER VIA MODEM

This feature allows you to connect to a remote Challenger using a modem to provide upload and download capabilities.

Note: You cannot have more than one Challenger per System when connecting to TITAN. TITAN will not look at more than one Challenger at a time unless you have a panel link or multi-drop setup.

Please follow these steps:

- ✓ **Install** the **TITAN** software on your PC and make the necessary connection using a modem.
- ✓ After installation, log in and go to **FILE** and click on **OPEN/SYSTEM.**
- ✓ Choose a System, or create a new System. Make the System inactive.
- ✓ Give the System a number in **SYSTEM NO.**
- ✓ Give the System a description in **DESCRIPTION.**
- ✓ Set **POLLRATE** to 200ms and **POLLTIMEOUT** to 20 seconds.
- ✓ **SAVE** this information.
- ✓ Go to **ADMIN** and select **PORTS.**
- ✓ Select the **PORT NUMBER** that you wish to use on the PC for the connection. Make sure you have only one port selected and delete any other ports if they exist.
- ✓ Select **COMMS PORT NO**. (Same as Port No.)
- ✓ If dialing to a Challenger using the Challenger's on-board modem, set this speed to **300 b.p.s.** If using a separate modem attached to the Challenger via a computer interface, select 4800 b.p.s.
- ✓ Set **COMMS MODE** to VIA MODEM.

- ✓ Enter your Modem Initialisation String.
- ✓ **SAVE** this information.
- ✓ Go to **ADMIN** and select **CHALLENGER.**
- ✓ Set **CHALLENGER NO** to 1. Make sure this is the only Challenger that exists and if other Challengers exist then delete them. You can have more than one Challenger on a system if you have a panel link or multi-drop setup.
- ✓ Set **SECURITY PASSWORD** to: 0000000000. (This security password must also be set on the panel via the RAS in Installer option 29, installer menu. Security attempts must also be set to 255. Computer address is also to be set to 1 in option 9, installer menu.)
- ✓ Set the **PORT NO.** and the Address number to 1 (if using Com 1).
- ✓ Enter the **PHONE** No. that you will dial.
- ✓ Set the **MODE** as MULTI-RING.
- ✓ **SAVE** this information.
- ✓ GO back to **FILE**, select **OPEN/SYSTEM**.
- ✓ Set **TIMEOUT BETWEEN CALLS, NO. OF RINGS, NO. OF CALLS.**
- ✓ Place a tick on **ACTIVE SYSTEM** and **SAVE!**
- ✓ Click on to **DIAL** to dial out.
- ✓ A **GREEN LIGHT** will now begin flashing on the bottom right of the screen in TITAN in relation to the Comm Port selection made (COMM 1 FAR LEFT).

If the green light does not flash, then:

- ✓ Check the connection cable.
- ✓ Check the COMM Port.
- ✓ Check the interface card.
- ✓ Refer as per instructions in the Hardware Manual, Part 2.

TITAN CONNECTION TO COMPUTER INTERFACE BOARD

The Challenger Serial Computer and Printer interface can be plugged onto the Challenger to provide two serial RS232 PORTS. Port A can be used to connect the Computer to TITAN to provide upload and download capabilities. Port B can be used to provide a serial output for a printer.

Please follow these steps:

- ✓ Connect your PC to the Challenger via the serial ports on the PC to the interface card using either a DB9 or DB25 connector and RS232 cable.
- ✓ Install TITAN software on your PC.
- ✓ After installation, log in and go to **FILE** and click on **OPEN/SYSTEM.**
- ✓ Give the System a number in **SYSTEM NO.**
- ✓ Give the System a description in **DESCRIPTION.**
- ✓ Set **POLLRATE** to 200ms and **POLLTIME** to 20 seconds.
- ✓ **SAVE** this information.
- ✓ Go to **ADMIN** and select **PORTS.**
- ✓ Select the **PORT NUMBER** that you wish to use on the PC for the connection. Make sure you have only one port selected and delete any other ports if they exist.
- ✓ Select **COMMS PORT NO**. (Same as Port No.)
- ✓ Set BAUD rate to **4800.**
- ✓ Set COMMSMODE to **DIRECT.**
- ✓ **SAVE** this information.
- ✓ Go to **ADMIN** and select **CHALLENGER.**
- ✓ Set **CHALLENGER NO**. to 1. Make sure this is the only Challenger that exists and if other Challengers exist then delete them. You can have more than one Challenger on a system if you have a panel link or multi-drop setup.
- ✓ Set **SECURITY PASSWORD** to: 0000000000. (This security password must also be set on the panel via the RAS in Installer option 29, installer menu.

Security attempts must also be set to 255. Computer address is also to be set to 1 in option 9, installer menu.)

- ✓ Set the **PORT NO.** and the **ADDRESS Number** to 1 (if using Com 1).
- ✓ Set the MODE as **DIRECT.**
- ✓ **SAVE** this information.
- ✓ Go back to **FILE,** select **OPEN/SYSTEM** and place a tick on **ACTIVE SYSTEM** and **SAVE!**
- ✓ A **GREEN LIGHT** will now begin flashing on the bottom right of the screen in TITAN in relation to the COMM PORT selection made (COMM 1 FAR LEFT).

If the green light does not flash, then:

- ✓ Check the Connection Cable.
- ✓ Check the COMM PORT.
- ✓ Check the interface card.
- ✓ Refer as per instructions in the Hardware Manual, Part 2.

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Chapter 6

TITAN Compliance

A full list of TITAN complance issues.

Tecom Systems has conducted extensive Year 2000 Complance tests on crucial "rollover" dates for your TITAN Management Software. TITAN passes all crucial Y2K dates, as does the majority of Challenger equipment. For a detailed listing of all Y2K complance issues for the full range of Tecom products, visit our website at www.tecom.com.au. Specific TITAN issues are listed here:

Test:	From Date:	To Date:	Description:	Comples?
1	31-12-1998	1-1-1999	Flag year 99	Yes
2	8-9-1999	9-9-1999	Magic No. 9/9/99	Yes
3	31-12-1999	1-1-2000	Overflow 2 digit year	Yes
4	9-1-2000	10-1-2000	First 9 character date	Yes
5	9-10-2000	10-10-2000	First 10 character date	Yes
6	29-1-2000	1-2-2000	1st Feb 2000	Yes
7	28-2-2000	29-2-2000	Leap Year Day	Yes
8	29-2-2000	1-3-2000	Day after Leap Year Day	Yes
9	31-3-2000	1-4-2000	First 31 day month after Feb 29	Yes
10	30-4-2000	1-5-2000	First 30 day month after Feb 29	Yes

11	30-12-2000	31-12-2000	366th day of the year	Yes
12	31-12-2000	1-1-2001	Twenty First Century/ New Millennium	Yes
13	28-2-2001	1-3-2001	Not a leap year	Yes

TITAN passes all Compliance issues tested by Tecom Systems.